HD0-100 $^{Q\&As}$

Help Desk Analyst (HDA)

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QUESTION 1

Which two are effective techniques for dealing with stress? (Choose two.)

A. Set realistic goals/objectives

B. Use high energy drinks, e.g., coffee, caffeine drinks to keep energy levels up

C. Exercise and observe good nutrition practices

D. Take long breaks

Correct Answer: AC

QUESTION 2

A customer calls the support centre and describes a problem. The analyst is not certain what the problem is. What is the appropriate strategy for eliciting the information a second time?

A. Transfer the call to a more experienced analyst

B. Begin troubleshooting

C. Repeat back to the customer what you thought you heard

D. Ask the customer to repeat the problem back to you

Correct Answer: C

QUESTION 3

In which two instances is it appropriate to use the customers first name? (Choose two.)

A. During the initial interaction with the customer

B. When the customer becomes irate

C. During informal communication

D. When you have established a good rapport with the customer

Correct Answer: CD

QUESTION 4

For which two reasons is it important to have documented processes and procedures? (Choose two.)

A. Ensures consistent service

B. Justification for not meeting customer expectations

C. Promotes adherence to policies

D. Identifies areas out of policy

Correct Answer: AC

QUESTION 5

Which three metrics would be affected by training? (Choose three.)

A. Abandon rate

B. Average call time

C. After call work time

D. First call resolution

Correct Answer: BCD