



# HD0-100<sup>Q&As</sup>

Help Desk Analyst (HDA)

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#### QUESTION 1

Which two actions reflect a supportive help desk environment? (Choose two.)

- A. Analysts attend Help Desk meetings
- B. Analysts work through lunch
- C. Analysts take part in the decision-making process
- D. Analysts work with specific customer issues

Correct Answer: AC

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#### QUESTION 2

What is the primary purpose of an on-going (event) survey?

- A. Evaluate customer satisfaction with products, services, and personnel
- B. Determine employee bonuses
- C. Measure individual analyst performance
- D. Trend customer satisfaction between annual surveys

Correct Answer: D

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#### QUESTION 3

Which two are characteristics of an organisation with good inter-departmental relationships? (Choose two.)

- A. Low employee turnover
- B. Low superior-to-subordinate interaction
- C. Low turnover rate between organisations
- D. High employee morale

Correct Answer: AD

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#### QUESTION 4

What are three characteristics of effective inter-departmental relationships? (Choose three.)

- A. Support of other departments even when they make a mistake
- B. Shared management responsibilities



- C. Treatment of others in your organisation as if they were your customer
- D. Shared information between departments within your organisation

Correct Answer: ACD

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#### QUESTION 5

Which question allows you to determine whether or not your customer is logged on to the network?

- A. Which drives are displayed on your computer?
- B. What is your login ID?
- C. Are you logged on to the network?
- D. Can you access e-mail?

Correct Answer: A

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