



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

Help Desk Analyst (HDA)

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#### QUESTION 1

An analyst has conveyed incorrect information to a customer. Which action demonstrates personal accountability?

- A. The analyst calls the customer back to correct the information
- B. The analyst closes the call and moves to the next call
- C. The analyst has another analyst call the customer
- D. The analyst calls the customer back and blames the incorrect information on bad documentation

Correct Answer: A

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#### QUESTION 2

Which approach is preferable when responding to a customer?

- A. Use acronyms that are commonly used in the industry
- B. Use vocabulary to match the customer's level of knowledge
- C. Use industry terminology to educate the customer
- D. Use the simplest terminology that is understood by all levels of knowledge

Correct Answer: B

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#### QUESTION 3

A customer calls you in a frantic state. The customer has a big presentation in an hour and cannot get the presentation to print. You ask questions about the problem, but the customer keeps talking about what will happen to her if she does not have the presentation ready. Which two actions should you take to get the customer's attention? (Choose two.)

- A. Raise your voice when asking questions
- B. Empathise with the customer
- C. Regularly use the customer's first name
- D. Tell the customer to "snap out of it"

Correct Answer: BC

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#### QUESTION 4

During a call, you need to have the customer reboot the system. What could you do during this time to distract the customer from the long boot process?



- A. Explain to the customer what you just did
- B. Ask the customer if he is married
- C. Ask the customer where he resides
- D. Explain how the help desk benefits the customer

Correct Answer: A

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#### QUESTION 5

What is a key benefit of a knowledge-base system?

- A. Requires lower maintenance
- B. Saves time and money
- C. Decreases network traffic
- D. Increases call volume

Correct Answer: B

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