



HD0-100^{Q&As}

Help Desk Analyst (HDA)

Pass HDI HD0-100 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/hd0-100.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by HDI Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

A customer calls and tells you that their problem is critical (high severity), however it is apparent to you that the problem is a low severity. What is the best way to handle the situation?

- A. Reset the customer expectation for low severity problemsReset the customer? expectation for low severity problems
- B. Refer the customer to the service level agreement (SLA)
- C. Assess the technical and business issues and negotiate until you and the customer agree
- D. Record the problem as a low severity

Correct Answer: C

QUESTION 2

You finish a call with an irate customer, but you know the customer is not 100% satisfied with the resolution. What should you do next?

- A. Instruct another analyst to conduct follow-up
- B. E-mail an apology to the customer
- C. Notify your manager of the situation
- D. Wait and see if the customer calls back

Correct Answer: C

QUESTION 3

What is a key benefit of using a web site for reference?

- A. It provides searchable topic fields
- B. It provides private access
- C. It is computer-based
- D. It is printable

Correct Answer: A

QUESTION 4

Which system allows a customer to choose among various options when calling a help desk?

- A. Optional Response Routing (ORR)



- B. Voice Recognition System (VRS)
- C. Multiple Option System (MOS)
- D. Interactive Voice Response (IVR)

Correct Answer: D

QUESTION 5

Which two are characteristics of a team player? (Choose two.)

- A. Independence
- B. Conformity
- C. Courtesy
- D. Participation

Correct Answer: CD

[HD0-100 PDF Dumps](#)

[HD0-100 Study Guide](#)

[HD0-100 Exam Questions](#)