



HD0-200^{Q&As}

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QUESTION 1

What are two commonly used problem identification methods for extracting information from customers? (Choose 2)

- A. Structured information gathering.
- B. Root cause discussions.
- C. Unstructured information gathering.
- D. Logical analysis.

Correct Answer: AC

QUESTION 2

Employees of a company arrive at work and switch on their computers at 8:00 a.m. The help desk receives an extremely high volume of inbound calls with employees complaining that they are unable to reach the file server. Who is typically assigned the problem? (Choose 1)

- A. System administrator.
- B. Knowledge engineer.
- C. Database administrator.
- D. Quality manager.

Correct Answer: A

QUESTION 3

What are the two most important characteristics of successful teams? (Choose 2)

- A. They are given challenges to meet and are rewarded effectively.
- B. They always make all decisions together.
- C. They have individual responsibilities to which they work exclusively.
- D. There are many different personalities and skills.

Correct Answer: AD

QUESTION 4

Which three of the following items does a critical thinker apply? (Choose three)

- A. Recognition that ultimate authority rests with reason and evidence.



- B. Organisation of a problem into a series of logical, orderly steps.
- C. Logical problem solving.
- D. Rapid resolutions for all problems.

Correct Answer: ABC

QUESTION 5

You are speaking to a customer who has an incident that requires you to perform further research before you can apply a resolution. You document the situation and the impact. What is the best action to take next? (Choose 1)

- A. Explain to the customer what will happen next.
- B. Close the call.
- C. Develop a multi-functional team to address the situation.
- D. Ask your team colleagues to concentrate on this problem with you.

Correct Answer: A

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