



HD0-200^{Q&As}

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QUESTION 1

What are three basic components of Computer Telephony Integration? (Choose three)

- A. Automatic Call Distributor.
- B. Service Level Agreements.
- C. Integration Server
- D. Interactive Voice Response.

Correct Answer: ACD

QUESTION 2

Which situation is typically addressed by a system administrator? (Choose 1)

- A. Network outages.
- B. Quality monitoring corruption.
- C. Poor database performance.
- D. Restoration of system backup files.

Correct Answer: D

QUESTION 3

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

QUESTION 4

What are two ways for an HDSA to help develop a supportive and friendly work environment? (Choose 2)

- A. Agree with everything everyone says.



- B. Take exclusive responsibility for projects.
- C. Participate in and encourage communication.
- D. Demonstrate individual responsibility.

Correct Answer: CD

QUESTION 5

Which two of the following enables a help desk to provide consistent service? (Choose two)

- A. Service levels are based on impact to the business.
- B. Problems are assigned to the most knowledgeable person available.
- C. Priorities are assigned consistently.
- D. Everyone gets the same level of service.

Correct Answer: AC

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