



# HD0-200<sup>Q&As</sup>

HDI Qualified Help Desk Senior Analyst

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### QUESTION 1

What is the best description of a help desk technology infrastructure? (Choose 1)

- A. The management structure of information flow, processes, and systems that are controlled by the help desk.
- B. The combination of services, technology, processes and practices that culminate in a help desk's mission statement, and that act as the basis for creating SLAs.
- C. The basic architecture of a help desk and its systems that determine how it functions.
- D. The technology resulting from a broad field of computer development, on which the help desk bases its decisions for process change.

Correct Answer: C

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### QUESTION 2

What is the correct formula for calculating the percentage of abandoned calls received at the help desk over a period of time? (Choose 1)

- A. The total number of calls abandoned divided by total calls answered x 100.
- B. The total number of calls abandoned minus total calls answered x 100.
- C. The total number of calls abandoned divided by total number of calls x 100.
- D. The total number of calls answered minus total calls abandoned x 100.

Correct Answer: C

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

Correct Answer: B

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### QUESTION 4



What are three things to consider when determining new help desk equipment requirements? (Choose three)

- A. The expected call volume.
- B. The budget available for new equipment.
- C. The number of expected help desk personnel.
- D. The functionality advertised with the most popular systems.

Correct Answer: ABC

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#### QUESTION 5

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

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