



HD0-200^{Q&As}

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QUESTION 1

What are the two most important points to remember in order to manage a call successfully? (Choose two)

- A. Give the customer something to do.
- B. Use the same terminology as the customer.
- C. Create a problem-solving work-flow.
- D. Clearly document the situation and the steps taken.

Correct Answer: BD

QUESTION 2

Password resets are a source of a significant number of complaints from customers. You have found a free software product that allows customers to reset passwords on their own. What is your next step? (Choose 1)

- A. Download the software and prototype with the help desk.
- B. Work with IT to implement the software.
- C. Trend and analyse the number of password reset requests received at the help desk.
- D. Review the software with the customer user group.

Correct Answer: C

QUESTION 3

An upset, frustrated customer asks to speak to the help desk manager. What is your most appropriate response? (Choose 1)

- A. I am sorry, but my supervisor does not handle these situations, I can assist you.
- B. It would be easier to resolve this call if you calm down.
- C. I am sorry, but my manager is not available at the moment. May I get her to call you back?
- D. I appreciate your frustration with this; I have experienced this same problem many times.

Correct Answer: C

QUESTION 4

What are the three most common self-help technologies? (Choose three)

- A. Fax-back systems.



- B. Frequently Asked Questions.
- C. Call logging systems.
- D. Application online help systems.

Correct Answer: ABD

QUESTION 5

What are three key advantages of outsourcing? (Choose three)

- A. Increased profitability.
- B. Fewer resource requirements.
- C. Lower capital outlay.
- D. Decreased responsibility for customer satisfaction.
- E. Reduced cost for provision of support.

Correct Answer: BCE

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