



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

HDI Qualified Help Desk Senior Analyst

## Pass HDI HD0-200 Exam with 100% Guarantee

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

<https://www.geekcert.com/hd0-200.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

What is the best definition of a mission statement? (Choose 1)

- A. It is a description of the Service Desks /Help Desks marketing and sales strategies.
- B. It is a description of the Service Desks /Help Desks means of producing revenue.
- C. It is a description of the Service Desks /Help Desks purpose and reason for existence.
- D. It is a description of the Service Desks /Help Desks past financial performance.

Correct Answer: C

---

### QUESTION 2

What is a principle of structured information gathering? (Choose 1)

- A. Asking questions in a free-form manner.
- B. Asking questions in a predetermined sequence.
- C. Asking questions in a practiced manner.
- D. Asking questions using a logical, methodical approach.

Correct Answer: B

---

### QUESTION 3

How can the help desk be of strategic benefit to the organisation? (Choose one)

- A. It increases staff levels.
- B. It ensures that customers speak only to the help desk personnel.
- C. It ensures rigid adherence to operational policies.
- D. It is a useful source of information.

Correct Answer: D

---

### QUESTION 4

A customer calls with a problem that cannot be resolved during the initial contact and the help desk analyst has searched the knowledgebase but found no solution. What should the analyst do next? (Choose 1)

- A. Log the customers details and take the next call.



- B. Deliver an SLA reminder.
- C. Reassign (escalate) the call to the appropriate team.
- D. Immediately escalate to management.

Correct Answer: C

---

#### QUESTION 5

What are three tasks associated with designing the technical help desk infrastructure? (Choose three)

- A. Estimating the number of expected calls.
- B. Installing a knowledge database.
- C. Designing a flow chart of required components.
- D. Estimating the number of required help desk personnel.

Correct Answer: ACD

[Latest HD0-200 Dumps](#)

[HD0-200 PDF Dumps](#)

[HD0-200 VCE Dumps](#)