



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

HDI Qualified Help Desk Senior Analyst

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### QUESTION 1

A customer calls and cannot print anything. The help desk does not know if the cause of the problem is at the desktop, printer, or network. Which is the best question to ask? (Choose 1)

- A. What application are you trying to print from?
- B. Can anyone else print to the printer?
- C. Is your printer LAN connected?
- D. Is your printer networked?

Correct Answer: B

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### QUESTION 2

What is the first step of the incident management process? (Choose 1)

- A. Drive problem acceptance.
- B. Receive customer request.
- C. Communicate completion.
- D. Acknowledge and set expectations.

Correct Answer: B

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### QUESTION 3

Which question should you ask to best assess a customer's experience and knowledge level? (Choose 1)

- A. What were the circumstances that led to this situation?
- B. Have you ever had this error before?
- C. Have you spoken with the systems administrator?
- D. What is the error code you see?

Correct Answer: A

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### 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

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#### QUESTION 5

A help desk analyst is on the phone with a customer and does not know the solution for the problem. What is the best technique for them to use to disengage from the call? (Choose 1)

- A. Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.
- B. Allow me to check this further, I will call you at 10:00 with an update.
- C. I have the information. I will get back to you as soon as possible.
- D. Let me research this, I will call you back as soon as I have a resolution.

Correct Answer: B

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