



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

HDI Qualified Help Desk Senior Analyst

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### QUESTION 1

Which three are examples of common network components? (Choose 3)

- A. Hubs.
- B. Domain Name Servers.
- C. Token Ring.
- D. Routers.

Correct Answer: ABD

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### QUESTION 2

What are the three best methods for building rapport among departments within the support organisation? (Choose three)

- A. Active Networking.
- B. Involvement in Project management.
- C. Involvement in cross-functional teams.
- D. Participation in company-wide events and initiatives.

Correct Answer: ACD

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### QUESTION 3

Which two are techniques for communicating cross culturally? (Choose two)

- A. Slow the pace at which you speak.
- B. Speak carefully and loudly.
- C. Tell the customer you are having some difficulty in understanding them.
- D. Ask lots of questions to check your understanding, even if it means interrupting them.

Correct Answer: AC

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### QUESTION 4

What are the two key benefits of self help technology? (Choose 2)

- A. It reduces the need for technical support staff.



- B. It educates customers.
- C. It allows for longer wrap-up time.
- D. It reduces calls in to the help desk.

Correct Answer: BD

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#### QUESTION 5

What are the three best methods for building rapport among departments within the support organisation? (Choose three)

- A. Active Networking.
- B. Involvement in cross-functional teams.
- C. Participation in company-wide events and initiatives.
- D. Involvement in Project management.

Correct Answer: ABC

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