



HD0-200^{Q&As}

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QUESTION 1

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

QUESTION 2

What are three basic components of Computer Telephony Integration? (Choose three)

- A. Automatic Call Distributor.
- B. Service Level Agreements.
- C. Integration Server
- D. Interactive Voice Response.

Correct Answer: ACD

QUESTION 3

Which three of the following items does a critical thinker apply? (Choose three)

- A. Recognition that ultimate authority rests with reason and evidence.
- B. Organisation of a problem into a series of logical, orderly steps.
- C. Logical problem solving.
- D. Rapid resolutions for all problems.

Correct Answer: ABC

QUESTION 4

What are two ways for an HDSA to help develop a supportive and friendly work environment? (Choose 2)

- A. Agree with everything everyone says.
- B. Take exclusive responsibility for projects.



C. Participate in and encourage communication.

D. Demonstrate individual responsibility.

Correct Answer: CD

QUESTION 5

What are two key reasons that can cause a team to fail? (Choose two)

A. The team is cross-functional.

B. The team lacks management support.

C. The team has clear objectives.

D. The team has multiple locations.

E. The team has insufficient time allocated for team activities.

Correct Answer: BE

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