



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

HDI Qualified Help Desk Senior Analyst

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#### QUESTION 1

Which are the two most important qualities required for effective leadership? (Choose two)

- A. the ability to encourage accountability and ownership.
- B. the avoidance of arguments within the group.
- C. the demonstration of and support for fairness.
- D. the ability to exert absolute authority at all times.

Correct Answer: AC

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#### QUESTION 2

What are the three most common reasons for having policies for data security? (Choose three)

- A. The danger of users changing a hardware configuration.
- B. The on-going viability of business operations.
- C. The ever-present potential for disaster.
- D. The danger of theft, vandalism, or hacking.

Correct Answer: BCD

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#### QUESTION 3

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

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#### QUESTION 4

What are two of the best ways to demonstrate confidence when on the telephone with a customer? (Choose 1)

- A. Using a confident tone, tell the customer you are new to the desk and are transferring their call.
- B. Using a confident tone, tell the customer that you are unable to help them until tomorrow.



C. Using a confident tone, tell them you don't have a resolution for their incident yet but you are finding out by using the knowledgebase.

D. Using a confident tone, ask the customer to call a 2nd line team, and provide their telephone number.

Correct Answer: C

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#### QUESTION 5

Which is the best example of a problem statement? (Choose 1)

A. The application is not meeting customer expectations. They are writing to the IT manager to complain.

B. During product installation the following DLL modules were not found: AWFAB32.DLL, CRPT32.DLL, OLE32.DLL.

C. An application failed with a 999 error message and blue screen. The database appears to be corrupted and there is no backup.

D. A customer attempted to print from the reporting module and had a printer error. The customer is not very knowledgeable about the application.

Correct Answer: B

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