



HD0-200^{Q&As}

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QUESTION 1

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 2

Which is a technique used in paraphrasing? (Choose 1)

- A. Using synonyms.
- B. Using the passive voice.
- C. Using complex sentence patterns.
- D. Using parroting.

Correct Answer: A

QUESTION 3

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

QUESTION 4

You are a help desk analyst and you are having difficulty understanding a customer from another country. What is the best action for you to take? (Choose 1)

- A. Tell the customer you will send him a user manual.
- B. Ask the customer if there is someone else who speaks your language more fluently who could assist.



C. Ask the customer to email you instead.

D. Tell the customer you are sorry but you cannot understand him, and suggest he calls back another time.

Correct Answer: B

QUESTION 5

What are two components of a network? (Choose two)

A. Hub.

B. Remote support.

C. Ping.

D. Router.

Correct Answer: AD

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