



HD0-200^{Q&As}

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QUESTION 1

Why is it important to record and analyse customer complaints? (Choose 1)

- A. To identify customers who are never satisfied.
- B. To gain insight into customer perceptions.
- C. To prove that other IT groups are meeting customer expectations.
- D. To demonstrate that customers are not aware of service level agreements.

Correct Answer: B

QUESTION 2

How can the help desk be of strategic benefit to the organisation? (Choose one)

- A. It increases staff levels.
- B. It ensures that customers speak only to the help desk personnel.
- C. It ensures rigid adherence to operational policies.
- D. It is a useful source of information.

Correct Answer: D

QUESTION 3

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. Allow me to check this further, I will call you at 10:00 with an update.
- B. I have the information. I will get back to you as soon as possible.
- C. 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.
- D. Let me research this, I will call you back as soon as I have a resolution.

Correct Answer: A

QUESTION 4

Which are two characteristics of active listeners? (Choose two)

- A. They acknowledge the customer.



- B. They restate/paraphrase to ensure understanding.
- C. They understand that evidence and reasoning are critical.
- D. They know the process for escalating a problem.

Correct Answer: AB

QUESTION 5

What are three characteristics of effective leaders? (Choose three)

- A. They practice and encourage fairness.
- B. They delegate responsibility effectively.
- C. They closely monitor the team.
- D. They are able to execute plans.

Correct Answer: ABD

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