



# HD0-100<sup>Q&As</sup>

Help Desk Analyst (HDA)

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#### QUESTION 1

Which two techniques are used to match a caller's style? (Choose two.)

- A. Style
- B. Paraphrasing
- C. Restating
- D. Vocabulary

Correct Answer: AD

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#### QUESTION 2

Which three network outages should be assigned a high priority? (Choose three.)

- A. Customers report that they cannot receive credit card payments due to network connectivity loss
- B. Fifteen database developers have no network connectivity in their area of the building or floor
- C. A staff administrator reports the loss of Internet, mainframe, and e-mail access at his workstation within the last two hours
- D. One Ethernet segment is down with little to no data transmitting, and it is affecting a local marketing centre

Correct Answer: ABD

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#### QUESTION 3

What is the primary purpose of an on-going (event) survey?

- A. Evaluate customer satisfaction with products, services, and personnel
- B. Determine employee bonuses
- C. Measure individual analyst performance
- D. Trend customer satisfaction between annual surveys

Correct Answer: D

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#### QUESTION 4

For which two reasons is it important to have documented processes and procedures? (Choose two.)

- A. Ensures consistent service



- B. Justification for not meeting customer expectations
- C. Promotes adherence to policies
- D. Identifies areas out of policy

Correct Answer: AC

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#### QUESTION 5

What is the first thing you should do if you think there is unlicensed software on computers at your company?

- A. Notify software vendor
- B. Notify IT/legal/security departments
- C. Notify industry piracy association
- D. Do nothing, everyone already knows

Correct Answer: B

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