



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

Help Desk Analyst (HDA)

## Pass HDI HD0-100 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/hd0-100.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by HDI Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





#### QUESTION 1

Which three customer resources, if accessible on a company intranet, directly decrease call volume? (Choose three.)

- A. Corporate home pages
- B. Frequently asked questions (FAQs)
- C. Work/problem ticket request pages
- D. Knowledge databases

Correct Answer: BCD

---

#### QUESTION 2

A customer satisfaction survey is important because it obtains information about .

- A. The customer base
- B. Individual analyst performance
- C. Management performance
- D. Customer service performance

Correct Answer: D

---

#### QUESTION 3

Which two are characteristics of unsuccessful teams? (Choose two.)

- A. Good team morale
- B. Lack objectives
- C. Independence
- D. Lack of ownership

Correct Answer: BD

---

#### QUESTION 4

What are three important attributes of high-quality leaders? (Choose three.)

- A. They encourage interest and curiosity among subordinates
- B. They use authority and control to direct the subordinates



- C. They provide a channel through which problems can be aired
- D. They stimulate creativity and innovation among subordinates

Correct Answer: ACD

---

#### QUESTION 5

In which three situations is escalating a call to management appropriate? (Choose three.)

- A. When you have little or no experience with the problem
- B. When you have exhausted all your available resources
- C. When the customer requests it
- D. When the service level agreement (SLA) requires it

Correct Answer: BCD

[HD0-100 VCE Dumps](#)

[HD0-100 Study Guide](#)

[HD0-100 Braindumps](#)