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Help Desk Analyst (HDA)

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QUESTION 1

A customer calls the support centre and describes a problem. The analyst is not certain what the problem is. What is the appropriate strategy for eliciting the information a second time?

A. Transfer the call to a more experienced analyst

B. Begin troubleshooting

C. Repeat back to the customer what you thought you heard

D. Ask the customer to repeat the problem back to you

Correct Answer: C

QUESTION 2

Which topologies are used to provide interconnectivity between networks?

A. RS-232, Analogue, and Voice

B. T-1s, ISDN, and Mainframe

C. Ethernet,Fibre Optic, and Token Ring

D. TCP/IP, UNIX, and IPX/SPX

Correct Answer: C

QUESTION 3

What two considerations need to be made when sharing workspace? (Choose two.)

A. Discretion and courtesy when decorating

B. Share only with persons with similar likes/dislikes

C. Maintain a clean environment

D. None, each person needs to take care of it themselves

Correct Answer: AC

QUESTION 4

What is paraphrasing?

A. Using lots of long words when speaking to a customer

B. Telling the customer what they meant to say

C. Repeating what the customer says using your own words

D. Repeating what the customer says in their words

Correct Answer: C

QUESTION 5

Which three are benefits of a call management system? (Choose three.)

A. The analyst is able to view the customers contact information

B. The analyst is able to view the customers call history

C. The analyst is able to view thecustomers password information

D. The analyst is able to log thecustomers problem

Correct Answer: ABD

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