



HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

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

QUESTION 2

For which three reasons do companies implement security policies? (Choose three.)

- A. Corporate responsibility
- B. Loss prevention
- C. Legal mandate
- D. Lower costs

Correct Answer: ABC

QUESTION 3

Which technique will best optimise talk time?

- A. Customer should be prepared to actively listen
- B. Analyst adjusts to customer pace and competence level Analyst adjusts to customer?pace and competence level
- C. Analyst uses business language
- D. Analyst asks clarifying questions

Correct Answer: B

QUESTION 4

Which two actions reflect a supportive help desk environment? (Choose two.)

- A. Analysts attend Help Desk meetings
- B. Analysts work through lunch



- C. Analysts take part in the decision-making process
- D. Analysts work with specific customer issues

Correct Answer: AC

QUESTION 5

Click the Task button. Place the network terms that are most related to one another and that provide similar functionality next to each other. For instructions on how to answer a Drag and Drop question, click the Help button.

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
(place here)	IPX/SPX
(place here)	LAN
(place here)	Router
(place here)	Tnken Ring

WAN Ethernet TCP/IP Hub

Select and Place:

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
(place here)	IPX/SPX
(place here)	LAN
(place here)	Router
(place here)	Tnken Ring

WAN Ethernet TCP/IP Hub

Correct Answer:



Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
TCP/IP	IPX/SPX
WAN	LAN
Hub	Router
Ethernet	Token Ring

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