



HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

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

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

Correct Answer: BCD

QUESTION 2

What are three benefits of a change management process? (Choose three.)

- A. Pro-active communication
- B. Timely notification to affected parties
- C. Documentation of affected systems and processes
- D. Timely problem resolution

Correct Answer: ABC

QUESTION 3

You are working as a help desk analyst and receive a call from the network administrator informing you that a server is down. Which action should you perform first?

- A. Inform the other help desk analysts
- B. Troubleshoot the problem yourself
- C. Call all customers that use the server
- D. Wait for customers to call the help desk

Correct Answer: A

QUESTION 4

Which metric indicates how often a customer may need a follow-up call to achieve resolution?

- A. First call resolution rate



B. Call return rate

C. Abandon rate

D. Capture rate

Correct Answer: A

QUESTION 5

Which question allows you to determine whether or not your customer is logged on to the network?

A. What is your login ID?

B. Are you logged on to the network?

C. Can you access e-mail?

D. Which drives are displayed on your computer?

Correct Answer: D

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