

HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

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 2

Which approach is preferable when responding to a customer?

- A. Use industry terminology to educate the customer
- B. Use vocabulary to match the customer\\'s level of knowledge
- C. Use acronyms that are commonly used in the industry
- D. Use the simplest terminology that is understood by all levels of knowledge

Correct Answer: B

QUESTION 3

A customer calls and tells you that their problem is critical (high severity), however it is apparent to you that the problem is a low severity. What is the best way to handle the situation?

- A. Reset the customer expectation for low severity problemsReset the customer? expectation for low severity problems
- B. Refer the customer to the service level agreement (SLA)
- C. Assess the technical and business issues and negotiate until you and the customer agree
- D. Record the problem as a low severity

Correct Answer: C

QUESTION 4

A customer calls with a printing problem. You start the troubleshooting process by asking some simple questions. The customer admits that this is his first time using a computer Which three questions should be used to obtain necessary information to solve the problem? (Choose three.)

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- A. Ask the customer if a start button or disk icon appears on the screen
- B. Ask the customer if he is the only one who can print to this printer
- C. Ask the customer if he has experienced any problems recently with any other applications
- D. Guide the customer through checking the printer connection and making sure the power is turned on

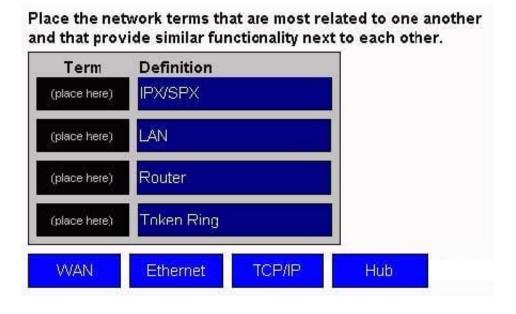
Correct Answer: BCD

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.

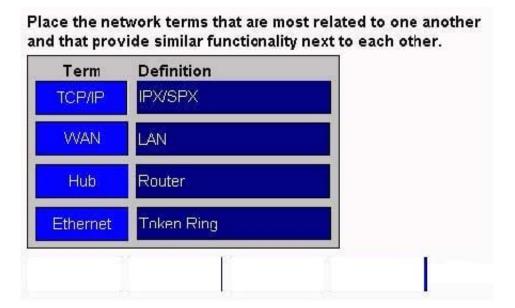
Place the network terms that are most related to one another and that provide similar functionality next to each other. Term Definition **IPX/SPX** (place here) AN (place here) Router (place here) Token Ring (place here) WAN TCP/IP Ethernet Hub

Select and Place:



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Correct Answer:



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