



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 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.)



- 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
(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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