



# HD0-100<sup>Q&As</sup>

Help Desk Analyst (HDA)

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### QUESTION 1

Which approach is preferable when responding to a customer?

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

Correct Answer: B

### QUESTION 2

Click the Task button. Place the Problem Solving steps in order. For instructions on how to answer a Drag and Drop question, click the Help button.

**Place the Problem Solving steps in order.**

Order	Steps in Order	Steps
1	(place step one here)	Implement plan
2	(place step two here)	Document results
3	(place step three here)	Problem Identification
4	(place step four here)	Identify problem causes
5	(place step five here)	Observe and evaluate plan

Select and Place:



Place the Problem Solving steps in order.

Order	Steps in Order	Steps
1	(place step one here)	Implement plan
2	(place step two here)	Document results
3	(place step three here)	Problem Identification
4	(place step four here)	Identify problem causes
5	(place step five here)	Observe and evaluate plan

Correct Answer:

Place the Problem Solving steps in order.

Order	Steps in Order	Steps
1	Problem Identification	
2	Identify problem causes	
3	Implement plan	
4	Observe and evaluate plan	
5	Document results	

### QUESTION 3

What are two benefits of encouraging customers to follow standard procedures? (Choose two.)

- A. Keeps customers up-to-date on new applications
- B. Results in customers calling less frequently
- C. Helps customers make better decisions
- D. Improves quality and accuracy



Correct Answer: CD

#### QUESTION 4

A customer calls with a critical problem for a product that is no longer supported by the help desk. What do you do? (Choose two.)

- A. Determine what the real need is
- B. Develop alternatives
- C. Inform the customer that the product is not supported
- D. Apologise for not being able to assist the customer

Correct Answer: AB

#### 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
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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	Tnken Ring

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