

HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

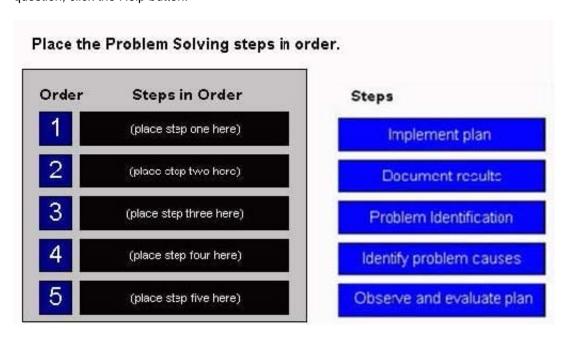
Which approach is preferable when responding to a customer?

- 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

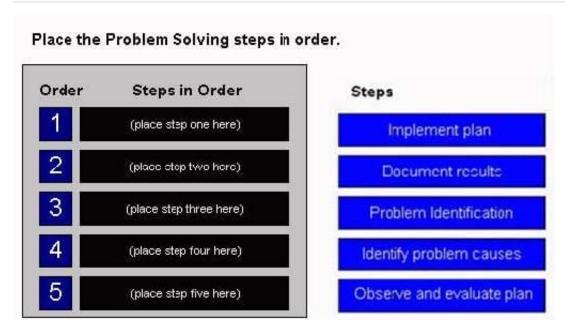
QUESTION 2

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.

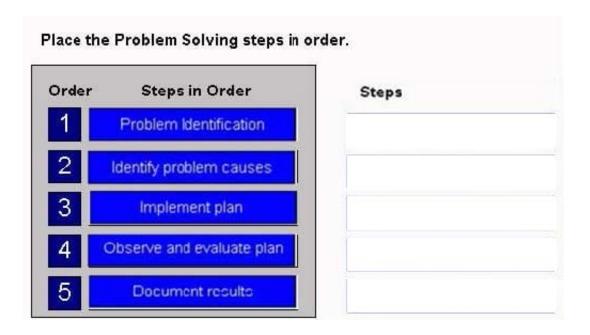


Select and Place:

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Correct Answer:



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

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Correct Answer: CD

QUESTION 4

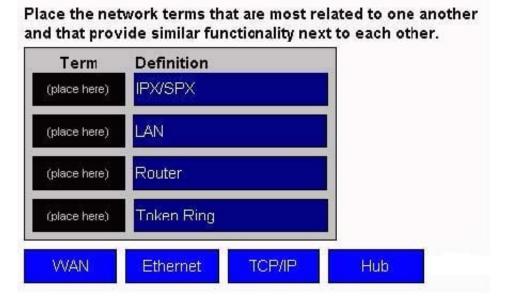
A customer calls with a critical problem for a product that is no longer supported by the help desk. What do you do? (Choose two.)

- 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

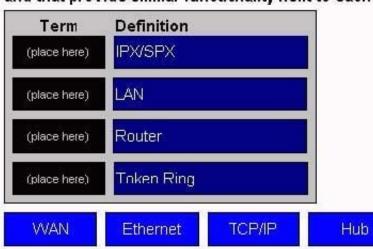
Click the Task button. Place the network terms that are most related to one another and that provide similar functionality next to each other. For instructions on how to answer a Drag and Drop question, click the Help button.



Select and Place:

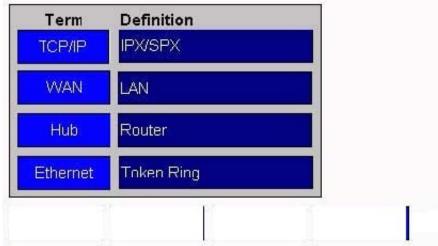
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Place the network terms that are most related to one another and that provide similar functionality next to each other.



Correct Answer:

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



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