



HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

Which three skills should a network administrator's skill set include? (Choose three.)

- A. Perform loop-back tests
- B. Run tests on automated intranet password reset system
- C. Conduct remote diagnostics on the network interface card (NIC)
- D. Perform PING, Telnet, and trace route tests

Correct Answer: ACD

QUESTION 2

Who is responsible for maintaining a working environment conducive to effective inter- departmental relationships?

- A. Executive management
- B. Department managers
- C. Everyone
- D. Human resources

Correct Answer: C

QUESTION 3

Which system allows a customer to choose among various options when calling a help desk?

- A. Optional Response Routing (ORR)
- B. Voice Recognition System (VRS)
- C. Multiple Option System (MOS)
- D. Interactive Voice Response (IVR)

Correct Answer: D

QUESTION 4

Which statement about successful team players is true?

- A. They desire continued acceptance by the group
- B. They impose ideas and values on others



- C. They encourage member input in decisions
- D. They change attitudes to conform to group standards

Correct Answer: C

QUESTION 5

An analyst has conveyed incorrect information to a customer. Which action demonstrates personal accountability?

- A. The analyst calls the customer back and blames the incorrect information on bad documentation
- B. The analyst has another analyst call the customer
- C. The analyst closes the call and moves to the next call
- D. The analyst calls the customer back to correct the information

Correct Answer: D

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