



HD0-200^{Q&As}

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QUESTION 1

Why is it important to record and analyse customer complaints? (Choose 1)

- A. To identify customers who are never satisfied.
- B. To gain insight into customer perceptions.
- C. To prove that other IT groups are meeting customer expectations.
- D. To demonstrate that customers are not aware of service level agreements.

Correct Answer: B

QUESTION 2

What is the first step of the incident management process? (Choose 1)

- A. Drive problem acceptance.
- B. Receive customer request.
- C. Communicate completion.
- D. Acknowledge and set expectations.

Correct Answer: B

QUESTION 3

What are the two most important characteristics of successful teams? (Choose 2)

- A. They are given challenges to meet and are rewarded effectively.
- B. They always make all decisions together.
- C. They have individual responsibilities to which they work exclusively.
- D. There are many different personalities and skills.

Correct Answer: AD

QUESTION 4

A help desk analyst is on the phone with a customer and does not know the solution for the problem. What is the best technique for them to use to disengage from the call? (Choose 1)

- A. Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.



- B. Allow me to check this further, I will call you at 10:00 with an update.
- C. I have the information. I will get back to you as soon as possible.
- D. Let me research this, I will call you back as soon as I have a resolution.

Correct Answer: B

QUESTION 5

What two should be included in a disaster recovery (service continuity) plan? (Choose two)

- A. Monthly statistics.
- B. Approval from Health and Safety.
- C. Personnel identification and training.
- D. A process to activate the plan.
- E. Finance details.

Correct Answer: CD

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