



HD0-200^{Q&As}

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QUESTION 1

What are two ways for an HDSA to help develop a supportive and friendly work environment? (Choose 2)

- A. Agree with everything everyone says.
- B. Take exclusive responsibility for projects.
- C. Participate in and encourage communication.
- D. Demonstrate individual responsibility.

Correct Answer: CD

QUESTION 2

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 3

What are two benefits of having service continuity sites? (Choose 2)

- A. The risk of the business failing is reduced/ removed.
- B. Service levels can be maintained.
- C. Personnel are transported in and out as required.
- D. They are located close to the company headquarters.
- E. Staff requirements are taken into account.

Correct Answer: AB

QUESTION 4

What are the two most important purposes of an annual survey? (Choose two)

- A. To assess IT technical support.



- B. To evaluate overall satisfaction levels.
- C. To measure changes in products and services from the previous year.
- D. To identify changes customers feel are valuable.

Correct Answer: BD

QUESTION 5

An upset, frustrated customer asks to speak to the help desk manager. What is your most appropriate response? (Choose 1)

- A. I am sorry, but my supervisor does not handle these situations, I can assist you.
- B. It would be easier to resolve this call if you calm down.
- C. I am sorry, but my manager is not available at the moment. May I get her to call you back?
- D. I appreciate your frustration with this; I have experienced this same problem many times.

Correct Answer: C

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