



# HD0-200<sup>Q&As</sup>

HDI Qualified Help Desk Senior Analyst

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### QUESTION 1

What is the best description of multi-tasking? (Choose 1)

- A. Completing one job before starting the next one.
- B. Starting tasks and handing them to subordinates to complete.
- C. Delegating all responsibility along with all tasks.
- D. Being capable of handling a variety of problems at the same time.

Correct Answer: D

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### QUESTION 2

What is the best description of a business case? (Choose 1) A. A shared business knowledge database.

- B. A proposal for improvements to current business processes.
- C. An analysis of help desk activities.
- D. A briefcase.

Correct Answer: B

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### QUESTION 3

You are a help desk analyst and you are having difficulty understanding a customer from another country. What is the best action for you to take? (Choose 1)

- A. Tell the customer you will send him a user manual.
- B. Ask the customer if there is someone else who speaks your language more fluently who could assist.
- C. Ask the customer to email you instead.
- D. Tell the customer you are sorry but you cannot understand him, and suggest he calls back another time.

Correct Answer: B

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### QUESTION 4

You think one of your help desk analysts is suffering from stress. Which two physical signs best indicate the analyst is experiencing stress? (Choose two)

- A. They have a pallid complexion.
- B. They have a new wardrobe of clothes.



- C. They often seem short of breath.
- D. They bite their fingernails.
- E. They seem tense and often have white knuckles.

Correct Answer: CE

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#### QUESTION 5

What is a principle of structured information gathering? (Choose 1)

- A. Asking questions in a free-form manner.
- B. Asking questions in a predetermined sequence.
- C. Asking questions in a practiced manner.
- D. Asking questions using a logical, methodical approach.

Correct Answer: B

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