



HD0-200^{Q&As}

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QUESTION 1

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

Correct Answer: A

QUESTION 2

Which three facilitate success in any process change? (Choose three)

- A. New processes.
- B. Management direction.
- C. Employee acceptance.
- D. Clear objectives.
- E. New technology.

Correct Answer: BCD

QUESTION 3

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 4

Which are the two most important qualities required for effective leadership? (Choose two)



- A. the ability to encourage accountability and ownership.
- B. the avoidance of arguments within the group.
- C. the demonstration of and support for fairness.
- D. the ability to exert absolute authority at all times.

Correct Answer: AC

QUESTION 5

What are two commonly used problem identification methods for extracting information from customers? (Choose 2)

- A. Unstructured information gathering.
- B. Structured information gathering.
- C. Logical analysis.
- D. Root cause discussions.

Correct Answer: AB

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