



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

HDI Qualified Help Desk Senior Analyst

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### QUESTION 1

A customer calls and cannot print anything. The help desk does not know if the cause of the problem is at the desktop, printer, or network. Which is the best question to ask? (Choose 1)

- A. What application are you trying to print from?
- B. Can anyone else print to the printer?
- C. Is your printer LAN connected?
- D. Is your printer networked?

Correct Answer: B

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### QUESTION 2

A customer has exceeded the maximum number of login attempts and calls you about the problem. This kind of problem is best handled by which approach? (Choose 1)

- A. An inductive approach.
- B. A deductive approach.
- C. A sycophantic approach.
- D. A synergistic approach.

Correct Answer: B

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### QUESTION 3

What is a common method used to analyse measurements? (Choose 1)

- A. Root cause analysis.
- B. Current state assessment.
- C. Service level agreements.
- D. Trend analysis.

Correct Answer: D

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### QUESTION 4

What are two components of a network? (Choose two)

- A. Hub.



- B. Remote support.
- C. Ping.
- D. Router.

Correct Answer: AD

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#### QUESTION 5

You are speaking to a customer who has an incident that requires you to perform further research before you can apply a resolution. You document the situation and the impact. What is the best action to take next? (Choose 1)

- A. Explain to the customer what will happen next.
- B. Close the call.
- C. Develop a multi-functional team to address the situation.
- D. Ask your team colleagues to concentrate on this problem with you.

Correct Answer: A

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