



HD0-200^{Q&As}

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QUESTION 1

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

Correct Answer: B

QUESTION 2

When communicating with a customer, it is best to avoid . (Choose two)

- A. Empathising.
- B. Apologies.
- C. Technical terms.
- D. Use of slang.

Correct Answer: CD

QUESTION 3

What is unstructured information gathering? (Choose 1)

- A. Not using acronyms and speaking at the customer's level.
- B. Asking questions in a free-form manner.
- C. Identifying what happened vs. what was expected.
- D. Using open questions to get customers to talk.

Correct Answer: B

QUESTION 4

What is a purpose of self-help technology? (Choose 1)



- A. To help make best use of available staff.
- B. To encourage a higher call volume.
- C. To help build rapport between support staff and customers.
- D. To maintain customers reliance on the help desk.

Correct Answer: A

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

Correct Answer: A

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