



HD0-200^{Q&As}

HDI Qualified Help Desk Senior Analyst

Pass HDI HD0-200 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/hd0-200.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by HDI Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

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 2

What is the most effective method for ticket monitoring? (Choose 1)

- A. Live service observations.
- B. Service Level Agreements.
- C. Monthly Change reports.
- D. Follow up calls or surveys.

Correct Answer:

QUESTION 3

Which two tools can be used to capture metrics in a support environment? (Choose two)

- A. Call logging system.
- B. ACD (Automatic Call Distributor).
- C. Spreadsheet.
- D. Instant messaging.

Correct Answer: AB

QUESTION 4

Which are two characteristics of active listeners? (Choose two)

- A. They demonstrate sympathy.
- B. They avoid using verbal attends.



- C. They use the customer's name.
- D. They listen for, and recognise, emotion words.

Correct Answer: CD

QUESTION 5

What are two key reasons that can cause a team to fail? (Choose two)

- A. The team is cross-functional.
- B. The team lacks management support.
- C. The team has clear objectives.
- D. The team has multiple locations.
- E. The team has insufficient time allocated for team activities.

Correct Answer: BE

[HD0-200 PDF Dumps](#)

[HD0-200 Exam Questions](#)

[HD0-200 Braindumps](#)