HD0-100 Q&As

Help Desk Analyst (HDA)

Pass HDI HD0-100 Exam with 100% Guarantee

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

https://www.passapply.com/hd0-100.html

100% Passing Guarantee
100% Money Back Assurance

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

QUESTION 1

You have little or no expertise with a product. While speaking in a confident tone, what should you do to provide effective support?
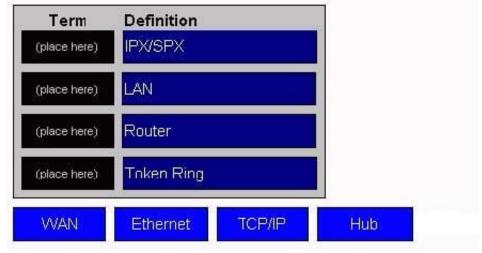
A. Determine priority/severity and collect/document the appropriate information

B. Escalate to a manager to reassign the call

C. Set a call back time and tell the customer you will review the call with an expert

D. Inform the customer of the product limitations you are aware of, but assure them they will receive support

Correct Answer: A

QUESTION 2

Click the Task button. Place the network terms that are most related to one another and that provide similar functionality next to each other. For instructions on how to answer a Drag and Drop question, click the Help button.

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
(place here)	IPX/SPX
(place here)	LAN
(place here)	Router
(place here)	Token Ring

WAN   Ethernet   TCP/IP   Hub

Select and Place:

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
(place here)	IPX/SPX
(place here)	LAN
(place here)	Router
(place here)	Token Ring

WAN	Ethernet	TCP/IP	Hub

Correct Answer:

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
TCP/IP	IPX/SPX
WAN	LAN
Hub	Router
Ethernet	Token Ring

QUESTION 3

What are three techniques of active listening? (Choose three.)

A. Concentrating

B. Acknowledging the customer

C. Taking notes

D. Researching the problem

Correct Answer: ABC

QUESTION 4

Which two are benefits of teamwork? (Choose two.)

A. More buy-in

B. Reduced flexibility

C. Higher motivation

D. Increased sympathy

Correct Answer: AC

QUESTION 5

A customer calls with a critical problem for a product that is no longer supported by the help desk. What do you do? (Choose two.)

A. Determine what the real need is

B. Develop alternatives

C. Inform the customer that the product is not supported

D. Apologise for not being able to assist the customer

Correct Answer: AB

QUESTION 6

Which three approaches help create a positive business reputation? (Choose three.)

A. When you hear complaints about yourorganisation, change the subject

B. See what you can do to assist any co-worker who is unhappy or experiencing problems

C. Have a good attitude and never speak negatively about yourorganisation

D. Try to have a positive and memorable effect on every person you communicate with each day

Correct Answer: BCD

QUESTION 7

What does the abbreviation CTI stand for?

A. Computer Telephony Integration

B. Calls, Telephones, and Internet

C. Customer Telephone Interface

D. Customised Telephony Intelligence

Correct Answer: A

QUESTION 8

A customer calls you in a frantic state. The customer has a big presentation in an hour and cannot get the presentation to print. You ask questions about the problem, but the customer keeps talking about what will happen to her if she does not have the presentation ready. Which two actions should you take to get the customer\\'s attention? (Choose two.)

A. Empathise with the customer

B. Regularly use the customer\\'s first name

C. Tell the customer to "snap out of it"

D. Raise your voice when asking questions

Correct Answer: AB

QUESTION 9

In what three ways can you convey to the customer a desire and ability to help? (Choose three.)

A. Be confident

B. Be enthusiastic, but natural

C. Be efficient

D. Be talkative

E. Be agreeable to all customer opinions

Correct Answer: ABC

QUESTION 10

Which technique will best optimise talk time?

A. Analyst uses business language

B. Analyst adjusts to customer pace and competence level Analyst adjusts to customer?pace and competence level

C. Analyst asks clarifying questions

D. Customer should be prepared to actively listen

Correct Answer: B

QUESTION 11

What is a key benefit of using a web site for reference?

A. It provides private access

B. It provides searchable topic fields

C. It is printable

D. It is computer-based

Correct Answer: B

QUESTION 12

Which approach is preferable when responding to a customer?

A. Use acronyms that are commonly used in the industry

B. Use vocabulary to match the customer\\\'s level of knowledge

C. Use industry terminology to educate the customer

D. Use the simplest terminology that is understood by all levels of knowledge

Correct Answer: B

QUESTION 13

Which two characterise a successful negotiator? (Choose two.)

A. Focuses on the best solution

B. Presents a plan of how to get to the solution

C. Viewed as a problem solver

D. Steps to the customers side for understanding

Correct Answer: CD

QUESTION 14

You are having a trouble understanding a customer with a strong accent. The first thing you should do is ?

A. Find someone else who can understand the customer better

B. Ask the customer is there is someone else in theirorganisation for you to talk to

C. Inform the customer that you cannot understand them and there is nothing you can do to help them

D. Tell the customer you are having difficulty understanding them

Correct Answer: D

QUESTION 15

You are new to the help desk and are asked a question you cannot answer. Which two actions should you take? (Choose two.)

A. Suggest that the customer ask a peer

B. Ask a peer

C. Escalate the problem

D. Use reference documentation

Correct Answer: BD