



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

HDI Qualified Help Desk Senior Analyst

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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

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### QUESTION 2

What are two purposes of an on-going (event) survey? (Choose two)

- A. To measure the quality of a single interaction.
- B. To trend levels of customer satisfaction between annual (periodic) surveys.
- C. To assess satisfaction levels with all help desk services.
- D. To evaluate overall satisfaction levels with products.

Correct Answer: AB

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### QUESTION 3

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

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### QUESTION 4

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

Correct Answer: C

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#### QUESTION 5

What are the two most important characteristics of successful teams? (Choose 2)

- A. They are given challenges to meet and are rewarded effectively.
- B. They always make all decisions together.
- C. They have individual responsibilities to which they work exclusively.
- D. There are many different personalities and skills.

Correct Answer: AD

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#### QUESTION 6

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

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#### QUESTION 7

Which two business needs must be considered when allocating priorities? (Choose two)

- A. The impact on the business.
- B. The customers location.
- C. Service level agreement commitments.



D. The customers status.

Correct Answer: AC

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### QUESTION 8

What is the best description of a business case? (Choose 1) A. A shared business knowledge database.

B. A proposal for improvements to current business processes.

C. An analysis of help desk activities.

D. A briefcase.

Correct Answer: B

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### QUESTION 9

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

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### QUESTION 10

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

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### QUESTION 11

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

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#### QUESTION 12

What are the two most important purposes of an annual survey? (Choose two)

- A. To identify changes customers feel are valuable.
- B. To assess IT technical support.
- C. To evaluate overall satisfaction levels.
- D. To measure changes in products and services from the previous year.

Correct Answer: AC

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#### QUESTION 13

What are two purposes of an on-going (event) survey? (Choose two)

- A. To trend levels of customer satisfaction between annual (periodic) surveys.
- B. To assess satisfaction levels with all help desk services.
- C. To evaluate overall satisfaction levels with products.
- D. To measure the quality of a single interaction.

Correct Answer: AD

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#### QUESTION 14

Which is a technique used in paraphrasing? (Choose 1)

- A. Using synonyms.
- B. Using parroting.
- C. Using the passive voice.
- D. Using complex sentence patterns.

Correct Answer: A

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#### QUESTION 15

Which is a technique used in paraphrasing? (Choose 1) A. Using synonyms.

B. Using the passive voice.

C. Using complex sentence patterns.

D. Using parroting.

Correct Answer: A

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