

# HD0-100

## HDI

### *Help Desk Analyst (HDA)*

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**QUESTION: 1**

**DRAG DROP**

Click the Task button. Place each style next to its attribute. For instructions on how to answer a Drag and Drop question, click the Help button.

**Place each style next to its attribute.**

Style	Attribute
(place here)	likes to use intuition to make decisions
(place here)	likes to build relationships
(place here)	likes to see immediate results
(place here)	likes to use facts and data

Analytical
Assertive
Expressive
Friendly

**Answer:**

**Place each style next to its attribute.**

Style	Attribute
Expressive	likes to use intuition to make decisions
Friendly	likes to build relationships
Assertive	likes to see immediate results
Analytical	likes to use facts and data

Analytical
Assertive
Expressive
Friendly

**QUESTION: 2**

What is a key benefit of purchasing a knowledge database?

- A. It provides comprehensive information on proprietary applications
- B. It is inexpensive to purchase
- C. It provides comprehensive information on commonly used hardware and software
- D. It is inexpensive to update

**Answer:** C

**QUESTION: 3**

Which three are the most common type of network problems? (Choose three.)

- A. Collisions, congestion, and delays
- B. Segment or ring does not respond, traffic limited, no workaround
- C. Systems will not reboot
- D. Users cannot reach connected devices, i.e., PC, servers, workstations

**Answer:** A, B, D

**QUESTION: 4**

Why are customer satisfaction surveys important?

- A. They determine the percentage of first call resolution (FCR)
- B. They reveal how the help desk is perceived by the customer
- C. They reveal what abandon rate is acceptable
- D. They determine what level of support the customer is receiving

**Answer:** B

**QUESTION: 5**

What are two benefits of encouraging customers to follow standard procedures? (Choose two.)

- A. Keeps customers up-to-date on new applications
- B. Results in customers calling less frequently
- C. Helps customers make better decisions
- D. Improves quality and accuracy

**Answer:** C, D

**QUESTION: 6**

You are working as a help desk analyst and receive a call from the network administrator informing you that a server is down. Which action should you perform first?

- A. Inform the other help desk analysts
- B. Troubleshoot the problem yourself
- C. Call all customers that use the server
- D. Wait for customers to call the help desk

**Answer:** A

**QUESTION:** 7

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 if there is someone else in their organisation 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

**Answer:** D

**QUESTION:** 8

What are three key strengths of critical thinkers? (Choose three.)

- A. They are logical
- B. They are empathetic
- C. They are analytical
- D. They are organised

**Answer:** A, C, D

**QUESTION:** 9

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

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