Vendor:HDI

Exam Code:HD0-100

Exam Name: Help Desk Analyst (HDA)

Version: Demo

QUESTION 1

What is paraphrasing?

A. Using lots of long words when speaking to a customer

B. Telling the customer what they meant to say

C. Repeating what the customer says using your own words

D. Repeating what the customer says in their words

Correct Answer: C

QUESTION 2

Which question allows you to determine whether or not your customer is logged on to the network?

A. Which drives are displayed on your computer?

B. What is your login ID?

C. Are you logged on to the network?

D. Can you access e-mail?

Correct Answer: A

QUESTION 3

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. Raise your voice when asking questions

B. Empathise with the customer

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

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

Correct Answer: BC

QUESTION 4

Which three skills should a network administrator\\'s skill set include? (Choose three.)

A. Perform loop-back tests

B. Run tests on automated intranet password reset system

C. Conduct remote diagnostics on the network interface card (NIC)

D. Perform PING, Telnet, and trace route tests

Correct Answer: ACD

QUESTION 5

What is deductive reasoning?

A. Reasoning based on experience and intuition

B. Reasoning based on analysis and experience

C. Reasoning based on intuition and process of elimination

D. Reasoning based on logic and analysis

Correct Answer: D

QUESTION 6

In which three situations is escalating a call to management appropriate? (Choose three.)

A. When you have little or no experience with the problem

B. When you have exhausted all your available resources

C. When the customer requests it

D. When the service level agreement (SLA) requires it

Correct Answer: BCD

QUESTION 7

Which question allows you to determine whether or not your customer is logged on to the network?

A. What is your login ID?

B. Are you logged on to the network?

C. Can you access e-mail?

D. Which drives are displayed on your computer?

Correct Answer: D

QUESTION 8

Which statement best describes communication within a positive work environment?

A. Peer-to-peer communication works best within the department

B. Managers are responsible for initiating vertical communication

C. Communication among all members of theorganisation is maximised

D. E-mail and automated communications mediums are used extensively

Correct Answer: C

QUESTION 9

Which statement about telephone etiquette is true?

A. Gum chewing is acceptable as long as the customer cannot hear it

B. Eating is okay as long as you obtain the customer\\'s consent

C. "Please hold" is an appropriate way to answer the telephone when you are busy

D. It is customary to pick up the telephone between one to three rings

Correct Answer: D

QUESTION 10

A customer calls with a printing problem. You start the troubleshooting process by asking some simple questions. The customer admits that this is his first time using a computer Which three questions should be used to obtain necessary information to solve the problem? (Choose three.)

A. Ask the customer if a start button or disk icon appears on the screen

B. Ask the customer if he is the only one who can print to this printer

C. Ask the customer if he has experienced any problems recently with any other applications

D. Guide the customer through checking the printer connection and making sure the power is turned on

Correct Answer: BCD

QUESTION 11

A customer calls with a printing problem. You start the troubleshooting process by asking some simple questions. The customer admits that this is his first time using a computer Which three questions should be used to obtain necessary information to solve the problem? (Choose three.)

A. Ask the customer if a start button or disk icon appears on the screen

B. Ask the customer if he is the only one who can print to this printer

C. Ask the customer if he has experienced any problems recently with any other applications

D. Guide the customer through checking the printer connection and making sure the power is turned on

Correct Answer: BCD

QUESTION 12

Which three customer resources, if accessible on a company intranet, directly decrease call volume? (Choose three.)

A. Corporate home pages

B. Work/problem ticket request pages

C. Frequently asked questions (FAQs)

D. Knowledge databases

Correct Answer: BCD