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Exam   :   **HD0-100**

Title   :   Help Desk Analyst (HDA)

Version :   Demo

1.Which metric indicates how often A customer may need a follow-up call to achieve resolution?

A. Capture rate
B. Abandon rate
C. Call return rate
D. First call resolution rate
Answer: D

2.What two considerations need to be made when sharing workspace? (Choose two.)

A. Maintain a clean environment
B. Discretion and courtesy when decorating
C. Share only with persons with similar likes/dislikes
D. None, each person needs to take care of it themselves
Answer: A, B

3.Which two are characteristics of unsuccessful teams? (Choose two.)

A. Independence
B. Lack objectives
C. Lack of ownership
D. Good team morale
Answer: B, C

4.Which two are the primary purpose of an annual (periodic) survey? (Choose two.)

A. Determine management bonuses
B. Identify changes to products, services and processes
C. Measure performance of individual analysts at the help desk
D. Evaluate customer satisfaction with products, services and personnel
Answer: B, D

5.For which two reasons is it important to have documented processes and procedures? (Choose two.)

A. Ensures consistent service
B. Identifies areas out of policy
C. Promotes adherence to policies
D. Justification for not meeting customer expectations
Answer: A, C

6.You have little or no expertise with a product. While speaking in a confident tone, what should you do to provide effective support?

A. Escalate to a manager to reassign the call

B. Determine priority/severity and collect/document the appropriate information

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

Answer: B

7.What should you do to assess A customer level of knowledge?

A. Ask open questions

B. Ask closed questions

C. Provide more detailed explanations
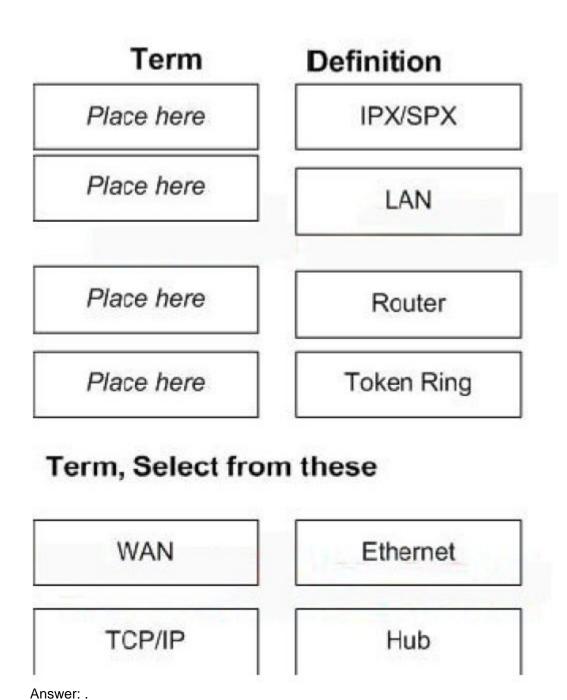
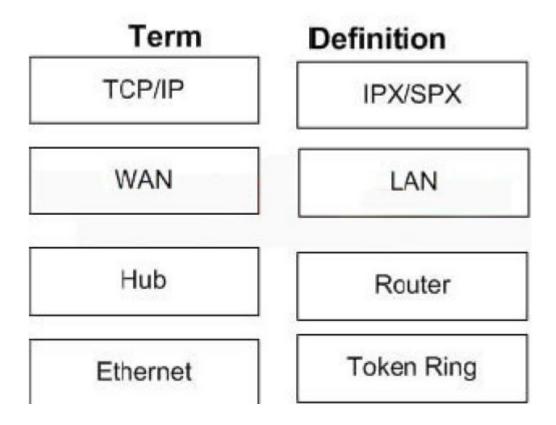D. Assume the customer has a basic level of knowledge

Answer: B

8.What is the key benefit of a positive work environment?

A. Diversification of skill sets is minimized

B. Rapport among team members is increased

C. The need for recognition of individual effort is minimized

D. Management involvement is separated from individual involvement

Answer: D

9.DRAG DROP

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

Term

Place here	IPX/SPX
Place here	LAN
Place here	Router
Place here	Token Ring

Definition

Term, Select from these

WAN	Ethernet
TCP/IP	Hub

Answer: .

Term

| TCP/IP |
| WAN |
| Hub |
| Ethernet |

Definition

| IPX/SPX |
| LAN |
| Router |
| Token Ring |

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

A. What is your login ID?
B. Can you access e-mail?
C. Are you logged on to the network?
D. Which drives are displayed on your computer?
Answer: D

11.Which two techniques are used to match a caller's style? (Choose two.)

A. Style
B. Restating
C. Vocabulary
D. Paraphrasing
Answer: A, C

12.Who is responsible for maintaining a working environment conductive to effective inter-departmental relationships.

A. Everyone
B. Human resources
C. Department managers

D. Executive management

Answer: C

13.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 he is the only one who can print to this server
B. Ask the customer if a start button or disk icon appears on the screen
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

Answer: A, B, D

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

A. When you hear complaints about your organization, change the subject
B. Have a good attitude and never speak negatively about you organization
C. See what you can do to assist any co-worker who is unhappy or experiencing problems
D. Try to have a positive and memorable effect on every person you communicate with each day

Answer: B, C, D

15.Which three media can be used to conduct surveys? (Choose three.)

A. E-mail
B. The Internet
C. A suggestion box
D. Personal interviews

Answer: A, C, D

16.What is a key benefit of a knowledge-base system?

A. Increase call volume
B. Saves time and money
C. Decreases network traffic
D. Requires lower maintance

Answer: B

17.Companies typically restrict access to which three types of data? (Choose three.)

A. Office location
B. Personnel records
C. Payroll information
D. Proprietary information
Answer: B, C, D

18.A customer calls the support centre and describes a problem. The analyst is not certain what the problem is. What is the appropriate strategy for eliciting the information a second time?

A. Begin troubleshooting
B. Transfer the call to a more experienced analyst
C. Ask the customer to repeat the problem back to you
D. Repeat back to the customer what you thought you heard
Answer: D

19.Which two are typically the fastest methods to send a message to all help desk personnel? (Choose two.)

A. E-mail
B. Voice mail
C. Short text messaging
D. Broadcast messaging
Answer: A, C

20.Which two are characteristics of an organization with good inter-departmental relationships? (Choose two.)

A. High employee morale
B. Low employee turnover
C. Low superior-to-subordinate interaction
D. Low turnover rate between organisations
Answer: A, B