



# HD0-100<sup>Q&As</sup>

Help Desk Analyst (HDA)

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### QUESTION 1

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

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### QUESTION 2

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

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### QUESTION 3

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

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### QUESTION 4

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

- A. Try to have a positive and memorable effect on every person you communicate with each day
- B. See what you can do to assist any co-worker who is unhappy or experiencing problems



- C. When you hear complaints about your organisation, change the subject
- D. Have a good attitude and never speak negatively about your organisation

Correct Answer: ABD

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#### QUESTION 5

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

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