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Help Desk Analyst (HDA)

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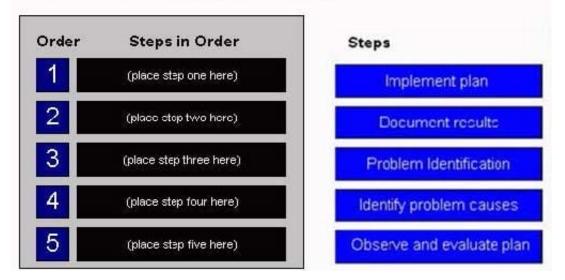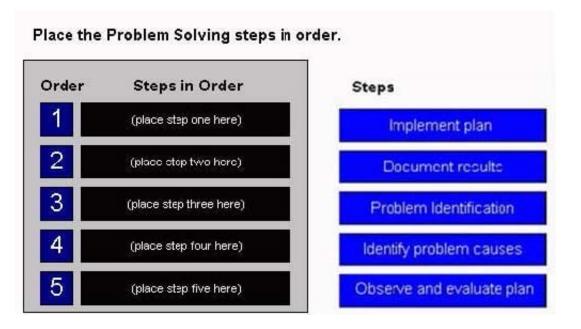
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QUESTION 1

Click the Task button. Place the Problem Solving steps in order. For instructions on how to answer a Drag and Drop question, click the Help button.

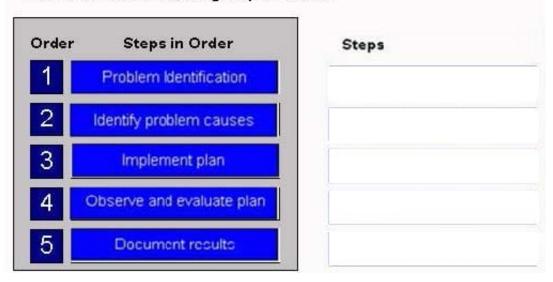Place the Problem Solving steps in order.

Order	Steps in Order		Steps
1	(place step one here)		Implement plan
2	(place step two here)		Document results
3	(place step three here)		Problem Identification
4	(place step four here)		Identify problem causes
5	(place step five here)		Observe and evaluate plan

Select and Place:

Place the Problem Solving steps in order.

Order	Steps in Order		Steps
1	(place step one here)		Implement plan
2	(place step two here)		Document results
3	(place step three here)		Problem Identification
4	(place step four here)		Identify problem causes
5	(place step five here)		Observe and evaluate plan

Correct Answer:

Place the Problem Solving steps in order.

Order	Steps in Order	Steps
1	Problem Identification	
2	Identify problem causes	
3	Implement plan	
4	Observe and evaluate plan	
5	Document results	

QUESTION 2

An analyst has conveyed incorrect information to a customer. Which action demonstrates personal accountability?

A. The analyst calls the customer back to correct the information

B. The analyst closes the call and moves to the next call

C. The analyst has another analyst call the customer

D. The analyst calls the customer back and blames the incorrect information on bad documentation

Correct Answer: A

QUESTION 3

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

Correct Answer: AB

QUESTION 4

Which system allows a customer to choose among various options when calling a help desk?

A. Optional Response Routing (ORR)

B. Voice Recognition System (VRS)

C. Multiple Option System (MOS)

D. Interactive Voice Response (IVR)

Correct Answer: D

QUESTION 5

Which three network outages should be assigned a high priority? (Choose three.)

A. Customers report that they cannot receive credit card payments due to network connectivity loss

B. Fifteen database developers have no network connectivity in their area of the building or floor

C. A staff administrator reports the loss of Internet, mainframe, and e-mail access at his workstation within the last two hours

D. One Ethernet segment is down with little to no data transmitting, and it is affecting a local marketing centre

Correct Answer: ABD

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