



HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

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 2

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
1	(place step one here)
2	(place step two here)
3	(place step three here)
4	(place step four here)
5	(place step five here)

Steps

- Implement plan
- Document results
- Problem Identification
- Identify problem causes
- Observe and evaluate plan

Select and Place:



Place the Problem Solving steps in order.

Order	Steps in Order
1	(place step one here)
2	(place step two here)
3	(place step three here)
4	(place step four here)
5	(place step five here)

- Steps**
- Implement plan
 - Document results
 - Problem Identification
 - Identify problem causes
 - Observe and evaluate plan

Correct Answer:

Place the Problem Solving steps in order.

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

- Steps**
- -
 -
 -
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QUESTION 3

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

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



Correct Answer: AC

QUESTION 4

What is the primary purpose of an on-going (event) survey?

- A. Evaluate customer satisfaction with products, services, and personnel
- B. Determine employee bonuses
- C. Measure individual analyst performance
- D. Trend customer satisfaction between annual surveys

Correct Answer: D

QUESTION 5

Which two characterise a successful negotiator? (Choose two.)

- A. Focuses on the best solution
- B. Presents a plan of how to get to the solution
- C. Viewed as a problem solver
- D. Steps to the customers side for understanding

Correct Answer: CD

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