



HD0-200^{Q&As}

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**QUESTION 1**

What are the two most important points to remember in order to manage a call successfully? (Choose two)

- A. Give the customer something to do.
- B. Use the same terminology as the customer.
- C. Create a problem-solving work-flow.
- D. Clearly document the situation and the steps taken.

Correct Answer: BD

QUESTION 2

A customer has exceeded the maximum number of login attempts and calls you about the problem. This kind of problem is best handled by which approach? (Choose 1)

- A. An inductive approach.
- B. A deductive approach.
- C. A sycophantic approach.
- D. A synergistic approach.

Correct Answer: B

QUESTION 3

Which are the two most important qualities required for effective leadership? (Choose two)

- A. the ability to encourage accountability and ownership.
- B. the avoidance of arguments within the group.
- C. the demonstration of and support for fairness.
- D. the ability to exert absolute authority at all times.

Correct Answer: AC

QUESTION 4

Why is it important to measure the abandonment rate against the average speed to answer metric? (Choose 1)

- A. The longer the ASA, the higher the abandonment rate.



- B. The shorter the ASA, the higher the probability customers will solve their own problems.
- C. The shorter the ASA, the higher the abandonment rate.
- D. The longer the ASA, the higher the probability customers will solve their own problems.

Correct Answer: A

QUESTION 5

What are the three most common reasons for having policies for data security? (Choose three)

- A. The danger of users changing a hardware configuration.
- B. The on-going viability of business operations.
- C. The ever-present potential for disaster.
- D. The danger of theft, vandalism, or hacking.

Correct Answer: BCD

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