



# HD0-200<sup>Q&As</sup>

HDI Qualified Help Desk Senior Analyst

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### QUESTION 1

Which three activities are characteristic of critical thinkers? (Choose three)

- A. To improve.
- B. To redesign.
- C. To remodel.
- D. To implement.

Correct Answer: ABC

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### QUESTION 2

What are three things to consider when determining new help desk equipment requirements? (Choose three)

- A. The expected call volume.
- B. The budget available for new equipment.
- C. The number of expected help desk personnel.
- D. The functionality advertised with the most popular systems.

Correct Answer: ABC

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### QUESTION 3

What is the most effective way to encourage customers to tell us when they are not happy with our services? (Choose 1)

- A. Explain why their problem happened in the first place.
- B. Apologise, thank them for calling and close the call.
- C. Listen to them, document all the details, and ensure that it is followed up.
- D. Tell them that the group at fault for the complaint they made will contact them.

Correct Answer: C

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### QUESTION 4

Which two business needs must be considered when allocating priorities? (Choose two)

- A. The impact on the business.



- B. The customers location.
- C. Service level agreement commitments.
- D. The customers status.

Correct Answer: AC

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#### QUESTION 5

What is a principle of structured information gathering? (Choose 1)

- A. Asking questions in a practiced manner.
- B. Asking questions in a predetermined sequence.
- C. Asking questions using a logical, methodical approach.
- D. Asking questions in a free-form manner.

Correct Answer: B

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