



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

HDI Qualified Help Desk Senior Analyst

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#### QUESTION 1

What are three characteristics of effective leaders? (Choose three)

- A. They practice and encourage fairness.
- B. They delegate responsibility effectively.
- C. They closely monitor the team.
- D. They are able to execute plans.

Correct Answer: ABD

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#### QUESTION 2

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 3

Which three are examples of common network components? (Choose 3)

- A. Hubs.
- B. Domain Name Servers.
- C. Token Ring.
- D. Routers.

Correct Answer: ABD

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#### QUESTION 4

What are three tasks associated with designing the technical help desk infrastructure? (Choose three)

- A. Estimating the number of expected calls.



- B. Installing a knowledge database.
- C. Designing a flow chart of required components.
- D. Estimating the number of required help desk personnel.

Correct Answer: ACD

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#### QUESTION 5

Which are two characteristics of active listeners? (Choose two)

- A. They acknowledge the customer.
- B. They restate/paraphrase to ensure understanding.
- C. They understand that evidence and reasoning are critical.
- D. They know the process for escalating a problem.

Correct Answer: AB

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