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Help Desk Analyst (HDA)

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QUESTION 1

Which three are common characteristics of successful teams? (Choose three.)

- A. Clear understanding of goals/objectives
- B. Conform to group pressure and viewpoint
- C. Share a high level of mutual trust
- D. Possess relevant technical skills

Correct Answer: ACD

QUESTION 2

Which two actions reflect a supportive help desk environment? (Choose two.)

- A. Analysts attend Help Desk meetings
- B. Analysts work through lunch
- C. Analysts take part in the decision-making process
- D. Analysts work with specific customer issues

Correct Answer: AC

QUESTION 3

Which two statements describe active listening? (Choose two.)

- A. Interrupt the caller to clarify statements
- B. Eliminate internal biases and negative thoughts
- C. Listen for ideas and images, not just words
- D. Place the caller on hold to take notes

Correct Answer: BC

QUESTION 4

What is a key benefit of purchasing a knowledge database?

- A. It provides comprehensive information on proprietary applications
- B. It is inexpensive to purchase



- C. It provides comprehensive information on commonly used hardware and software
- D. It is inexpensive to update

Correct Answer: C

QUESTION 5

What is a key benefit of establishing effective inter-departmental relationships?

- A. Diversity of skill sets is minimised
- B. Recognition of individual department effort is not required
- C. Management involvement is separate from individual involvement
- D. Rapport among organisation members is established

Correct Answer: D

QUESTION 6

You have little or no expertise with a product. While speaking in a confident tone, what should you do to provide effective support?

- A. Determine priority/severity and collect/document the appropriate information
- B. Escalate to a manager to reassign the call
- C. Set a call back time and tell the customer you will review the call with an expert
- D. Inform the customer of the product limitations you are aware of, but assure them they will receive support

Correct Answer: A

QUESTION 7

Which three approaches help create a positive business reputation? (Choose three.)

- A. Try to have a positive and memorable effect on every person you communicate with each day
- B. See what you can do to assist any co-worker who is unhappy or experiencing problems
- C. When you hear complaints about your organisation, change the subject
- D. Have a good attitude and never speak negatively about your organisation

Correct Answer: ABD

**QUESTION 8**

In which three ways can you create a positive image of your organisation? (Choose three.)

- A. Provide consistent and fair services
- B. Display sensitivity to the feelings of your customers
- C. Follow all call-flow procedures
- D. Respond to customers in a timely fashion

Correct Answer: ABD

QUESTION 9

Which three customer resources, if accessible on a company intranet, directly decrease call volume? (Choose three.)

- A. Corporate home pages
- B. Work/problem ticket request pages
- C. Frequently asked questions (FAQs)
- D. Knowledge databases

Correct Answer: BCD

QUESTION 10

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 11

You are working as a help desk analyst and receive a call from the network administrator informing you that a server is down. Which action should you perform first?

- A. Inform the other help desk analysts
- B. Troubleshoot the problem yourself



- C. Wait for customers to call the help desk
- D. Call all customers that use the server

Correct Answer: A

QUESTION 12

Which statement about service level agreements (SLAs) is true?

- A. SLAs are used to document service provider expectations only
- B. SLAs are used to document customer and service provider expectations
- C. SLAs are used to document customer expectations only
- D. SLAs are not used to document customer or service provider expectations

Correct Answer: B

QUESTION 13

You are working as a help desk analyst and receive a call from the network administrator informing you that a server is down. Which action should you perform first?

- A. Inform the other help desk analysts
- B. Troubleshoot the problem yourself
- C. Call all customers that use the server
- D. Wait for customers to call the help desk

Correct Answer: A

QUESTION 14

An aggressive customer calls the help desk and demands an immediate resolution to a problem. Which three approaches should the creative analyst use to successfully manage the call? (Choose three.)

- A. Slow the pace
- B. Focus on the facts
- C. Project confidence
- D. Stay on target
- E. Be less time-disciplined

Correct Answer: BCD



QUESTION 15

Which four statements about self-help materials are true? (Choose four.)

- A. Their location should be explained to employees
- B. They should be user-friendly
- C. They should contain accurate information
- D. They should be timely and relevant
- E. They should replace the need for instructor-led training

Correct Answer: ABCD

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