



HD0-200^{Q&As}

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QUESTION 1

When communicating with a customer, it is best to avoid . (Choose two)

- A. Empathising.
- B. Apologies.
- C. Technical terms.
- D. Use of slang.

Correct Answer: CD

QUESTION 2

What are two ways for an HDSA to help develop a supportive and friendly work environment? (Choose 2)

- A. Agree with everything everyone says.
- B. Take exclusive responsibility for projects.
- C. Participate in and encourage communication.
- D. Demonstrate individual responsibility.

Correct Answer: CD

QUESTION 3

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

- A. They listen for, and recognise, emotion words.
- B. They demonstrate sympathy.
- C. They use the customer's name.
- D. They avoid using verbal attends.

Correct Answer: AC

QUESTION 4

What are two components of a network? (Choose two)

- A. Hub.
- B. Remote support.



C. Ping.

D. Router.

Correct Answer: AD

QUESTION 5

What are two of the best ways to demonstrate confidence when on the telephone with a customer? (Choose 1)

A. Using a confident tone, tell the customer that you are unable to help them until tomorrow.

B. Using a confident tone, ask the customer to call a 2nd line team, and provide their telephone number.

C. Using a confident tone, tell them you don't have a resolution for their incident yet but you are finding out by using the knowledgebase.

D. Using a confident tone, tell the customer you are new to the desk and are transferring their call.

Correct Answer: C

QUESTION 6

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

A. the demonstration of and support for fairness.

B. the ability to encourage accountability and ownership.

C. the ability to exert absolute authority at all times.

D. the avoidance of arguments within the group.

Correct Answer: AB

QUESTION 7

When communicating with a customer, it is best to avoid . (Choose two)

A. Use of slang.

B. Apologies.

C. Empathising.

D. Technical terms.

Correct Answer: AD



QUESTION 8

What is the first step of the incident management process? (Choose 1)

- A. Drive problem acceptance.
- B. Receive customer request.
- C. Communicate completion.
- D. Acknowledge and set expectations.

Correct Answer: B

QUESTION 9

What are the three best methods for building rapport among departments within the support organisation? (Choose three)

- A. Active Networking.
- B. Involvement in Project management.
- C. Involvement in cross-functional teams.
- D. Participation in company-wide events and initiatives.

Correct Answer: ACD

QUESTION 10

As a senior analyst, you have been asked to hold a series of meetings to discuss new initiatives for the help desk. Which two skills/techniques should you use to ensure a satisfactory outcome to this task? (Choose two)

- A. Effective demands for respect for your expertise.
- B. Effective meeting management.
- C. Effective facilitation.
- D. Effective highlighting of individual shortcomings.
- E. Effective discouragement of humour.

Correct Answer: BC

QUESTION 11

You are a help desk analyst and you are having difficulty understanding a customer from another country. What is the best action for you to take? (Choose 1)



- A. Ask the customer if there is someone else who speaks your language more fluently who could assist.
- B. Tell the customer you will send him a user manual.
- C. Tell the customer you are sorry but you cannot understand him, and suggest he calls back another time.
- D. Ask the customer to email you instead.

Correct Answer: A

QUESTION 12

What is the best definition of a mission statement? (Choose 1)

- A. It is a description of the Service Desks /Help Desks marketing and sales strategies.
- B. It is a description of the Service Desks /Help Desks means of producing revenue.
- C. It is a description of the Service Desks /Help Desks purpose and reason for existence.
- D. It is a description of the Service Desks /Help Desks past financial performance.

Correct Answer: C

QUESTION 13

What is the most effective method for ticket monitoring? (Choose 1)

- A. Live service observations.
- B. Service Level Agreements.
- C. Monthly Change reports.
- D. Follow up calls or surveys.

Correct Answer:

QUESTION 14

What are the two key benefits of self help technology? (Choose 2)

- A. It reduces the need for technical support staff.
- B. It educates customers.
- C. It allows for longer wrap-up time.
- D. It reduces calls in to the help desk.

Correct Answer: BD



QUESTION 15

A help desk analyst is on the phone with a customer and does not know the solution for the problem. What is the best technique for them to use to disengage from the call? (Choose 1)

- A. Allow me to check this further, I will call you at 10:00 with an update.
- B. I have the information. I will get back to you as soon as possible.
- C. Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.
- D. Let me research this, I will call you back as soon as I have a resolution.

Correct Answer: A

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