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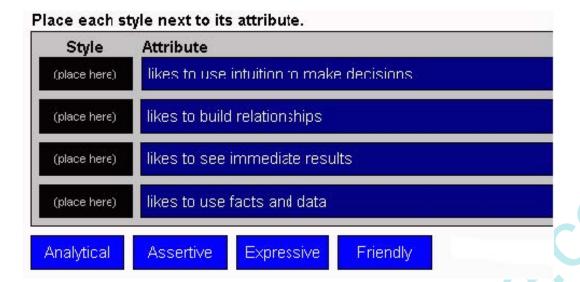
Exam Code: QQ0-100

Exam Name: HDI qualified help desk analyst(hda)

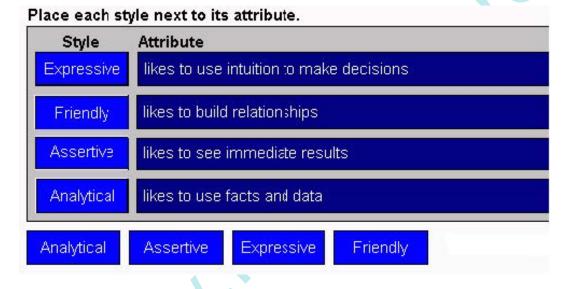
Version: Demo

QUESTION NO: 1 DRAG DROP

Click the Task button. Place each style next to its attribute. For instructions on how to answer a Drag and Drop question, click the Help button.



Answer:



QUESTION NO: 2

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

Answer: C

Which three are the most common type of network problems? (Choose three.)

- A. Collisions, congestion, and delays
- B. Segment or ring does not respond, traffic limited, no workaround
- C. Systems will not reboot
- D. Users cannot reach connected devices, i.e., PC, servers, workstations

Answer: A,B,D

QUESTION NO: 4

Why are customer satisfaction surveys important?

- A. They determine the percentage of first call resolution (FCR)
- B. They reveal how the help desk is perceived by the customer
- C. They reveal what abandon rate is acceptable
- D. They determine what level of support the customer is receiving

Answer: B

QUESTION NO: 5

What are two benefits of encouraging customers to follow standard procedures? (Choose two.)

- A. Keeps customers up-to-date on new applications
- B. Results in customers calling less frequently
- C. Helps customers make better decisions
- D. Improves quality and accuracy

Answer: C.D

QUESTION NO: 6

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

Answer: A

QUESTION NO: 7

You are having a trouble understanding a customer with a strong accent. The first thing you should do is _____?

- A. Find someone else who can understand the customer better
- B. Ask the customer is there is someone else in theirorganisation for you to talk to
- C. Inform the customer that you cannot understand them and there is nothing you can do to help them
- D. Tell the customer you are having difficulty understanding them

Answer: D

QUESTION NO: 8

What are three key strengths of critical thinkers? (Choose three.)

- A. They are logical
- B. They are empathetic
- C. They are analytical
- D. They areorganised

Answer: A,C,D

QUESTION NO: 9

A customer calls with a critical problem for a product that is no longer supported by the help desk. What do you do? (Choose two.)

- A. Determine what the real need is
- B. Develop alternatives
- C. Inform the customer that the product is not supported
- D. Apologise for not being able to assist the customer

Answer: A,B

А,В

QUESTION NO: 10

Which metric indicates how long a customer has to wait before talking to an analyst?

- A. Average talk time
- B. Average call time
- C. Average speed of answer
- D. Average capture time

Answer: C

QUESTION NO: 11

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

Answer: B

QUESTION NO: 12

In what three ways can you convey to the customer a desire and ability to help? (Choose three.)

- A. Be confident
- B. Be agreeable to all customer opinions
- C. Be talkative
- D. Be efficient
- E. Be enthusiastic, but natural

Answer: A,D,E

QUESTION NO: 13

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

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Answer: A,B,C,D

QUESTION NO: 14

In which four circumstances is it appropriate to use open questions? (Choose three.)

- A. When you have exhausted your possibilities
- B. When your time is limited
- C. When you need to build rapport
- D. When you need the customer to elaborate

Answer: A,C,D

QUESTION NO: 15

Which two are the primary purpose of an annual (periodic) survey? (Choose two.)

- A. Identify changes to products, services and processes
- B. Determine management bonuses
- C. Measure performance of individual analysts at the help desk
- D. Evaluate customer satisfaction with products, services, and personnel

Answer: A,D

QUESTION NO: 16

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

Answer: B,C,D

QUESTION NO: 17

What two considerations need to be made when sharing workspace? (Choose two.)

- A. Discretion and courtesy when decorating
- B. Share only with persons with similar likes/dislikes
- C. Maintain a clean environment
- D. None, each person needs to take care of it themselves

Answer: A,C

QUESTION NO: 18

Who is responsible for maintaining a working environment conducive to effective interdepartmental relationships?

- A. Executive management
- B. Department managers
- C. Everyone
- D. Human resources

Answer: C

QUESTION NO: 19

You are new to the help desk and are asked a question you cannot answer. Which two actions should you take? (Choose two.)

- A. Suggest that the customer ask a peer
- B. Ask a peer
- C. Escalate the problem
- D. Use reference documentation

Answer: B,D

QUESTION NO: 20

Which statement about telephone etiquette is true?

- A. Gum chewing is acceptable as long as the customer cannot hear it
- B. Eating is okay as long as you obtain the customer's consent
- C. "Please hold" is an appropriate way to answer the telephone when you are busy
- D. It is customary to pick up the telephone between one to three rings

Answer: D

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