

DUMPS ARENA

Help Desk Analyst (HDA)

HDI HD0-100

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

What is the number one goal of support services?

- A. To give technical support to anyone who calls
- B. To resolve all calls requiring technical support
- C. To keep the customer performing at the highest level possible
- D. To obtain information for any questions that are asked

ANSWER: C

QUESTION NO: 2

Which two techniques are important for keeping a customer focused? (Choose two.)

- A. Self-help systems
- B. Paraphrasing
- C. Open questions
- D. Closed questions

ANSWER: B D

QUESTION NO: 3

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

ANSWER: A

QUESTION NO: 4 - (DRAG DROP)

DRAG DROP

Click the Task button. Place the network terms that are most related to one another and that provide similar functionality next to each other. For instructions on how to answer a

Drag and Drop question, click the Help button.

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
(place here)	IPX/SPX
(place here)	LAN
(place here)	Router
(place here)	Token Ring

WAN Ethernet TCP/IP Hub

ANSWER:

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
TCP/IP	IPX/SPX
WAN	LAN
Hub	Router
Ethernet	Token Ring

WAN Ethernet TCP/IP Hub

Explanation:

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term	Definition
TCP/IP	IPX/SPX
WAN	LAN
Hub	Router
Ethernet	Token Ring

WAN Ethernet TCP/IP Hub

QUESTION NO: 5

Which system allows a customer to choose among various options when calling a help desk?

- A. Optional Response Routing (ORR)
- B. Voice Recognition System (VRS)
- C. Multiple Option System (MOS)
- D. Interactive Voice Response (IVR)

ANSWER: D

QUESTION NO: 6

What are three characteristics of effective inter-departmental relationships? (Choose three.)

- A. Support of other departments even when they make a mistake
- B. Shared management responsibilities
- C. Treatment of others in your organisation as if they were your customer
- D. Shared information between departments within your organisation

ANSWER: A C D

QUESTION NO: 7

What is deductive reasoning?

- A. Reasoning based on experience and intuition
- B. Reasoning based on analysis and experience
- C. Reasoning based on intuition and process of elimination
- D. Reasoning based on logic and analysis

ANSWER: D

QUESTION NO: 8

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: 9

Which two are characteristics of a team player? (Choose two.)

- A. Independence
- B. Conformity
- C. Courtesy
- D. Participation

ANSWER: C D

QUESTION NO: 10

What is the first thing you should do if you think there is unlicensed software on computers at your company?

- A. Notify software vendor
- B. Notify IT/legal/security departments
- C. Notify industry piracy association
- D. Do nothing, everyone already knows

ANSWER: B