

# DUMPS ARENA

## HDI Qualified Customer Support Specialist

HDI HD0-400

Version Demo

Total Demo Questions: 10

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**QUESTION NO: 1**

Which best describes your responsibility in supporting customers?

- A. Work to achieve priorities set by customers.
- B. Decide which calls are correctly processed by level 2 support.
- C. Ensure that analysts close all calls.
- D. Screen calls that are received by the Support Centre.

**ANSWER: D**

**QUESTION NO: 2**

Which statement best describes the concept of teamwork?

- A. Teamwork involves competing with others to prove you are the best.
- B. Teamwork involves keeping ideas to yourself in case they do not work.
- C. Teamwork involves working separately to achieve personal goals.
- D. Teamwork involves having all team members participate.

**ANSWER: D**

**QUESTION NO: 3**

What is a common metric used to measure Support Centre performance?

- A. Abandon before answer (ABA)
- B. Average time to respond (ATR)
- C. Incident quality score (IQS)
- D. Total faxes received (TFR)

**ANSWER: A**

**QUESTION NO: 4**

What is the best reason for using a standard greeting when answering telephone calls?

- A. Using a standard greeting complies with Support Centre standards.
- B. Using a standard greeting makes the customer feel humble.
- C. Using a standard greeting ensures consistent service.
- D. Using a standard greeting prevents individuals developing their own greetings.

**ANSWER: C**

**QUESTION NO: 5**

What is the most important reason for using customer satisfaction surveys?

- A. Customer satisfaction surveys provide an accurate set of management reports on SLA performance.
- B. Customer satisfaction surveys help to determine if customer service expectations are being met.
- C. Customer satisfaction surveys provide information that can be used to assess blame for problems.
- D. Customer satisfaction surveys allow customers to say what they really think without offending Support Centre staff.

**ANSWER: B**

**QUESTION NO: 6**

What is a best practice when helping a customer whose native language is different to yours?

- A. Pause to allow time for understanding B. Avoid asking the customer for clarification.
- B. Avoid using remote control.
- C. Take regular breaks during the call.

**ANSWER: A**

**QUESTION NO: 7**

What is the best way of using silent time effectively?

- A. Build a rapport with your customer.
- B. Identify the best time for your break.
- C. Write an e-mail to a colleague.
- D. Check your e-mail.

**ANSWER: A**

#### **QUESTION NO: 8**

What statement best describes the purpose of incident management?

- A. The purpose of incident management is to manage the service level agreement.
- B. The purpose of incident management is to manage the customer expectation.
- C. The purpose of incident management is to restore normal service as quickly as possible.
- D. The purpose of incident management is to ensure that all calls are logged.

**ANSWER: C**

#### **QUESTION NO: 9**

What is a best practice when writing e-mail?

- A. Use standard headers and footers for consistency.
- B. Use emoticons to convey empathy.
- C. Use animation to emphasise your point.
- D. Use different colours to improve readability.

**ANSWER: A**

#### **QUESTION NO: 10**

Which statement best describes a problem?

- A. A problem is a significant incident with an unknown cause.
- B. A problem is a group of incidents that recur occasionally.
- C. A problem is a group of incidents with different symptoms.
- D. A problem is a single incident with a known solution.

**ANSWER: A**