

## HD0-100<sup>Q&As</sup>

Help Desk Analyst (HDA)

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## QUESTION 1

What is a key benefit of using a web site for reference?

- A. It provides searchable topic fields
- B. It provides private access
- C. It is computer-based
- D. It is printable

Correct Answer: A

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## QUESTION 2

What is a key benefit of using a web site for reference?

- A. It provides private access
- B. It provides searchable topic fields
- C. It is printable
- D. It is computer-based

Correct Answer: B

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## QUESTION 3

What are three obstructions to active listening? (Choose three.)

- A. Prior knowledge
- B. Positive reinforcement
- C. Emotional carry-over
- D. Situational constraints

Correct Answer: ACD

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## QUESTION 4

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

Correct Answer: AD

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## QUESTION 5

Which three skills should a network administrator's skill set include? (Choose three.)

- A. Perform loop-back tests
- B. Run tests on automated intranet password reset system
- C. Conduct remote diagnostics on the network interface card (NIC)
- D. Perform PING, Telnet, and trace route tests

Correct Answer: ACD

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