

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

Help Desk Analyst (HDA)

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## QUESTION 1

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

Correct Answer: C

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## QUESTION 2

What is inductive reasoning?

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

Correct Answer: A

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## QUESTION 3

Which three approaches help create a positive business reputation? (Choose three.)

- A. Try to have a positive and memorable effect on every person you communicate with each day
- B. See what you can do to assist any co-worker who is unhappy or experiencing problems
- C. When you hear complaints about your organisation, change the subject
- D. Have a good attitude and never speak negatively about your organisation

Correct Answer: ABD

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## QUESTION 4

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 5

What are three reasons for providing consistent service? (Choose three.)

A. To ensure empathy to customer needs

B. To guarantee professionalism

C. To ensure a commitment to excellence

D. To instill confidence in your customer

Correct Answer: BCD

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