

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

Help Desk Analyst (HDA)

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## QUESTION 1

Which question allows you to determine whether or not your customer is logged on to the network?

- A. What is your login ID?
- B. Are you logged on to the network?
- C. Can you access e-mail?
- D. Which drives are displayed on your computer?

Correct Answer: D

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## QUESTION 2

Which two techniques are used to match a caller's style? (Choose two.)

- A. Style
- B. Paraphrasing
- C. Restating
- D. Vocabulary

Correct Answer: AD

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## QUESTION 3

You finish a call with an irate customer, but you know the customer is not 100% satisfied with the resolution. What should you do next?

- A. E-mail an apology to the customer
- B. Instruct another analyst to conduct follow-up
- C. Wait and see if the customer calls back
- D. Notify your manager of the situation

Correct Answer: D

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## QUESTION 4

Which question allows you to determine whether or not your customer is logged on to the network?

- A. Which drives are displayed on your computer?

- B. What is your login ID?
- C. Are you logged on to the network?
- D. Can you access e-mail?

Correct Answer: A

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## QUESTION 5

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

Correct Answer: C

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