

HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

Which statement best describes communication within a positive work environment?

- A. Peer-to-peer communication works best within the department
- B. Managers are responsible for initiating vertical communication
- C. Communication among all members of the organisation is maximised
- D. E-mail and automated communications mediums are used extensively

Correct Answer: C

QUESTION 2

What is paraphrasing?

- A. Using lots of long words when speaking to a customer
- B. Telling the customer what they meant to say
- C. Repeating what the customer says using your own words
- D. Repeating what the customer says in their words

Correct Answer: C

QUESTION 3

What are three important attributes of high-quality leaders? (Choose three.)

- A. They encourage interest and curiosity among subordinates
- B. They use authority and control to direct the subordinates
- C. They provide a channel through which problems can be aired
- D. They stimulate creativity and innovation among subordinates

Correct Answer: ACD

QUESTION 4

Which two are characteristics of unsuccessful teams? (Choose two.)

- A. Good team morale
- B. Lack objectives

C. Lack of ownership

D. Independence

Correct Answer: BC

QUESTION 5

An aggressive customer calls the help desk and demands an immediate resolution to a problem. Which three approaches should the creative analyst use to successfully manage the call? (Choose three.)

A. Slow the pace

B. Focus on the facts

C. Project confidence

D. Stay on target

E. Be less time-disciplined

Correct Answer: BCD

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