

HD0-200^{Q&As}

HDI Qualified Help Desk Senior Analyst

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QUESTION 1

What are two purposes of an on-going (event) survey? (Choose two)

- A. To trend levels of customer satisfaction between annual (periodic) surveys.
- B. To assess satisfaction levels with all help desk services.
- C. To evaluate overall satisfaction levels with products.
- D. To measure the quality of a single interaction.

Correct Answer: AD

QUESTION 2

What are three things to consider when determining new help desk equipment requirements? (Choose three)

- A. The expected call volume.
- B. The budget available for new equipment.
- C. The number of expected help desk personnel.
- D. The functionality advertised with the most popular systems.

Correct Answer: ABC

QUESTION 3

Which two of the following enables a help desk to provide consistent service? (Choose two)

- A. Service levels are based on impact to the business.
- B. Problems are assigned to the most knowledgeable person available.
- C. Priorities are assigned consistently.
- D. Everyone gets the same level of service.

Correct Answer: AC

QUESTION 4

Which three are characteristics of a strategically-thinking help desk? (Choose three)

- A. Integrated focus.
- B. Transactional focus.

- C. Proactive focus.
- D. Information giving focus.
- E. Reactive focus.

Correct Answer: CDE

QUESTION 5

What are two key reasons that can cause a team to fail? (Choose two)

- A. The team is cross-functional.
- B. The team lacks management support.
- C. The team has clear objectives.
- D. The team has multiple locations.
- E. The team has insufficient time allocated for team activities.

Correct Answer: BE

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