

HD0-200^{Q&As}

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QUESTION 1

What are the two most important characteristics of successful teams? (Choose 2)

- A. They have individual responsibilities to which they work exclusively.
- B. There are many different personalities and skills.
- C. They are given challenges to meet and are rewarded effectively.
- D. They always make all decisions together.

Correct Answer: BC

QUESTION 2

A customer calls and cannot print anything. The help desk does not know if the cause of the problem is at the desktop, printer, or network. Which is the best question to ask? (Choose 1)

- A. What application are you trying to print from?
- B. Is your printer networked?
- C. Is your printer LAN connected?
- D. Can anyone else print to the printer?

Correct Answer: D

QUESTION 3

What are two of the best ways to demonstrate confidence when on the telephone with a customer? (Choose 1)

- A. Using a confident tone, tell the customer you are new to the desk and are transferring their call.
- B. Using a confident tone, tell the customer that you are unable to help them until tomorrow.
- C. Using a confident tone, tell them you dont have a resolution for their incident yet but you are finding out by using the knowledgebase.
- D. Using a confident tone, ask the customer to call a 2nd line team, and provide their telephone number.

Correct Answer: C

QUESTION 4

As a senior analyst, you have been asked to hold a series of meetings to discuss new initiatives for the help desk. Which two skills/techniques should you use to ensure a satisfactory outcome to this task? (Choose two)

- A. Effective highlighting of individual shortcomings.
- B. Effective demands for respect for your expertise.
- C. Effective meeting management.
- D. Effective discouragement of humour.
- E. Effective facilitation.

Correct Answer: CE

QUESTION 5

Which three are examples of common network components? (Choose 3)

- A. Hubs.
- B. Domain Name Servers.
- C. Token Ring.
- D. Routers.

Correct Answer: ABD

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