

HD0-200^{Q&As}

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QUESTION 1

What is a common method used to analyse measurements? (Choose 1)

- A. Root cause analysis.
- B. Current state assessment.
- C. Service level agreements.
- D. Trend analysis.

Correct Answer: D

QUESTION 2

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 3

What are the three most common self-help technologies? (Choose three)

- A. Fax-back systems.
- B. Frequently Asked Questions.
- C. Call logging systems.
- D. Application online help systems.

Correct Answer: ABD

QUESTION 4

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 5

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

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