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Help Desk Analyst (HDA)

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QUESTION 1

For which two reasons is it important to have documented processes and procedures? (Choose two.)

A. Ensures consistent service

B. Justification for not meeting customer expectations

C. Promotes adherence to policies

D. Identifies areas out of policy

Correct Answer: AC

QUESTION 2

Which three network outages should be assigned a high priority? (Choose three.)

A. Customers report that they cannot receive credit card payments due to network connectivity loss

B. Fifteen database developers have no network connectivity in their area of the building or floor

C. A staff administrator reports the loss of Internet, mainframe, and e-mail access at his workstation within the last two hours

D. One Ethernet segment is down with little to no data transmitting, and it is affecting a local marketing centre

Correct Answer: ABD

QUESTION 3

Which three are benefits of a call management system? (Choose three.)

A. The analyst is able to view the customers contact information

B. The analyst is able to view the customers call history

C. The analyst is able to view thecustomers password information

D. The analyst is able to log thecustomers problem

Correct Answer: ABD

QUESTION 4

What are three benefits of a change management process? (Choose three.)

A. Pro-active communication

B. Timely notification to affected parties

C. Documentation of affected systems and processes

D. Timely problem resolution

Correct Answer: ABC

QUESTION 5

Which two organisational characteristics are typically found in a supportive workplace environment? (Choose two.)

A. High adherence to policies

B. Low employee turnover

C. High employee morale

D. Low superior-subordinate interaction

Correct Answer: BC

QUESTION 6

Which two actions reflect a supportive help desk environment? (Choose two.)

A. Analysts attend Help Desk meetings

B. Analysts work through lunch

C. Analysts take part in the decision-making process

D. Analysts work with specific customer issues

Correct Answer: AC

QUESTION 7

During a call, you need to have the customer reboot the system What could you do during this time to distract the customer from the long boot process?

A. Explain to the customer what you just did

B. Ask the customer if he is married

C. Ask the customer where he resides

D. Explain how the help desk benefits the customer

Correct Answer: A

QUESTION 8

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 theorganisation is maximised

D. E-mail and automated communications mediums are used extensively

Correct Answer: C

QUESTION 9

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 10

Which statement about telephone etiquette is true?

A. Gum chewing is acceptable as long as the customer cannot hear it

B. Eating is okay as long as you obtain the customer\\'s consent

C. "Please hold" is an appropriate way to answer the telephone when you are busy

D. It is customary to pick up the telephone between one to three rings

Correct Answer: D

QUESTION 11

Which two are characteristics of an organisation with good inter-departmental relationships? (Choose two.)

A. Low employee turnover

B. Low superior-to-subordinate interaction

C. Low turnover rate betweenorganisations

D. High employee morale

Correct Answer: AD

QUESTION 12

Which approach is preferable when responding to a customer?

A. Use industry terminology to educate the customer

B. Use vocabulary to match the customer\\'s level of knowledge

C. Use acronyms that are commonly used in the industry

D. Use the simplest terminology that is understood by all levels of knowledge

Correct Answer: B

QUESTION 13

In which two instances is it appropriate to use the customers first name? (Choose two.)

A. During the initial interaction with the customer

B. When the customer becomes irate

C. During informal communication

D. When you have established a good rapport with the customer

Correct Answer: CD

QUESTION 14

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 15

Which three approaches help create a positive business reputation? (Choose three.)

A. Try to have a positive and memorable effect on every person you communicate with each day

B. See what you can do to assist any co-worker who is unhappy or experiencing problems

C. When you hear complaints about yourorganisation, change the subject

D. Have a good attitude and never speak negatively about yourorganisation

Correct Answer: ABD

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