

## HD0-200<sup>Q&As</sup>

HDI Qualified Help Desk Senior Analyst

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## QUESTION 1

Employees of a company arrive at work and switch on their computers at 8:00 a.m. The help desk receives an extremely high volume of inbound calls with employees complaining that they are unable to reach the file server. Who is typically assigned the problem? (Choose 1)

- A. System administrator.
- B. Knowledge engineer.
- C. Database administrator.
- D. Quality manager.

Correct Answer: A

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## QUESTION 2

What is the most effective way to encourage customers to tell us when they are not happy with our services? (Choose 1)

- A. Explain why their problem happened in the first place.
- B. Apologise, thank them for calling and close the call.
- C. Listen to them, document all the details, and ensure that it is followed up.
- D. Tell them that the group at fault for the complaint they made will contact them.

Correct Answer: C

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## QUESTION 3

What are two commonly used problem identification methods for extracting information from customers? (Choose 2)

- A. Structured information gathering.
- B. Root cause discussions.
- C. Unstructured information gathering.
- D. Logical analysis.

Correct Answer: AC

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## QUESTION 4

What is used to set customer expectations? (Choose 1)

- A. Root cause processes.
- B. Work flow procedures.
- C. Service level agreements.
- D. Standard operating procedures.

Correct Answer: C

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## QUESTION 5

What is a principle of structured information gathering? (Choose 1)

- A. Asking questions in a free-form manner.
- B. Asking questions in a predetermined sequence.
- C. Asking questions in a practiced manner.
- D. Asking questions using a logical, methodical approach.

Correct Answer: B

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## QUESTION 6

A help desk analyst is on the phone with a customer and does not know the solution for the problem. What is the best technique for them to use to disengage from the call? (Choose 1)

- A. Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.
- B. Allow me to check this further, I will call you at 10:00 with an update.
- C. I have the information. I will get back to you as soon as possible.
- D. Let me research this, I will call you back as soon as I have a resolution.

Correct Answer: B

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## QUESTION 7

A customer calls with a problem that cannot be resolved during the initial contact and the help desk analyst has searched the knowledgebase but found no solution. What should the analyst do next? (Choose 1)

- A. Log the customers details and take the next call.
- B. Deliver an SLA reminder.
- C. Reassign (escalate) the call to the appropriate team.
- D. Immediately escalate to management.

Correct Answer: C

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**QUESTION 8**

What are the two most important uses for Computer Telephony Integration? (Choose 2)

- A. It enables the manager to view help desk performance in real time.
- B. It identifies callers to the help desk via screen pop.
- C. It requires the customer to input data.
- D. It prevents calls being queued.
- E. It enables the blocking of unwanted calls.

Correct Answer: AB

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**QUESTION 9**

What is the key benefit of root cause analysis? (Choose 1)

- A. Calls for specific types of problem can be reduced or eliminated.
- B. Better knowledge management procedures.
- C. Cost and expense can be justified.
- D. The cost per problem is reduced.

Correct Answer: A

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**QUESTION 10**

If a customer starts insisting on always speaking to the same analyst when the team procedures state that the analyst who receives a call takes ownership, what is the most effective action to take to prevent this happening in the future? (Choose 1)

- A. Tell the customer you will discuss their problem with the analyst they requested later on in the day.
- B. Tell the customer the analyst is busy on a project, but they can hold on if they like.
- C. Assure the customer that you are competent and can handle their call just as well as your colleague.
- D. Advise the customer that speaking to you instead will provide a faster service than if they waited.

Correct Answer: D

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**QUESTION 11**

When designing a help desk technology infrastructure, which two components are most commonly included? (Choose two)

- A. Telephony system.
- B. Interactive Voice Response.
- C. Call logging system.
- D. Web server.

Correct Answer: AC

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## QUESTION 12

How can the help desk be of strategic benefit to the organisation? (Choose one)

- A. It increases staff levels.
- B. It ensures that customers speak only to the help desk personnel.
- C. It ensures rigid adherence to operational policies.
- D. It is a useful source of information.

Correct Answer: D

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## QUESTION 13

You think one of your help desk analysts is suffering from stress. Which two physical signs best indicate the analyst is experiencing stress? (Choose two)

- A. They have a pallid complexion.
- B. They seem tense and often have white knuckles.
- C. They have a new wardrobe of clothes.
- D. They often seem short of breath.
- E. They bite their fingernails.

Correct Answer: BD

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## QUESTION 14

You think one of your help desk analysts is suffering from stress. Which two physical signs best indicate the analyst is experiencing stress? (Choose two)

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- B. They have a new wardrobe of clothes.
- C. They often seem short of breath.
- D. They bite their fingernails.
- E. They seem tense and often have white knuckles.

Correct Answer: CE

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## QUESTION 15

Which three of the following items does a critical thinker apply? (Choose three)

- A. Recognition that ultimate authority rests with reason and evidence.
- B. Organisation of a problem into a series of logical, orderly steps.
- C. Logical problem solving.
- D. Rapid resolutions for all problems.

Correct Answer: ABC

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