

IT 认证电子书



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Exam : HD0-400

**Title : HDI Qualified Customer
Support Specialist**

Version : DEMO

1.Which statement best describes a problem?

- A. A problem is a group of incidents that recur occasionally.
- B. A problem is a group of incidents with different symptoms.
- C. A problem is a significant incident with an unknown cause.
- D. A problem is a single incident with a known solution.

Answer: C

2.Which of the following is most likely to be a barrier to communication?

- A. The customer ability to use self-help systems.
- B. The customer previous experience with the Support Centre.
- C. The customer position in the business.
- D. The level of support provided by the Support Centre.

Answer: B

3.What is the most important reason for using customer satisfaction surveys?

- A. Customer satisfaction surveys allow customers to say what they really think without offending Support Centre staff.
- B. Customer satisfaction surveys help to determine if customer service expectations are being met.
- C. Customer satisfaction surveys provide an accurate set of management reports on SLA performance.
- D. Customer satisfaction surveys provide information that can be used to assess blame for problems.

Answer: B

4.Certkiller .com calls with a problem you know they could solve using the Support Centre web site. What is a best practice for encouraging the customer to try self-help?

- A. Ask if they have tried the website and give them the answer.
- B. Respectfully talk them through the self-help process.
- C. Send them an e-mail with a link to the web site.
- D. Tell them that the answer is on the web site and give them the URL.

Answer: B

5.What is the most important reason why Support Centres monitor incidents?

- A. Incident monitoring is done by all good Support Centres.
- B. Incident monitoring is an ITIL best practice.
- C. Incident monitoring is the Support Centre primary function.
- D. Incident monitoring results in improved quality of services.

Answer: D

6. When is it most appropriate to escalate an incident to a manager?

- A. Escalate an incident if the customer begins to complain.
- B. Escalate an incident if the customer is emotional.
- C. Escalate an incident if the customer requests to speak to a manager.
- D. Escalate an incident if the Support Centre is short of staff.

Answer: C

7. What is a best practice for negotiating with Certkiller .com?

- A. Look at the problem from the customer perspective.
- B. Only provide a service that is included in the SLA.
- C. Strictly follow the Support Centre policies.
- D. Transfer the customer to your supervisor if they disagree with you.

Answer: A

8. Which is a best practice for dealing with stress?

- A. Drink more water.
- B. Ignore the stress.
- C. Take short naps when you can.
- D. Talk to someone about your concerns.

Answer: D

9. Which statement best describes a team?

- A. A team is a forum for creativity and self expression.
- B. A team is a group of people working to accomplish the same goals.
- C. A team is a group of strong personalities.
- D. A team is an open, honest environment.

Answer: B

10. Your help desk/support centre wishes to become a model for best practice, what is one of the main sources of excellent information and advice to help achieve this?

- A. A web master magazine.
- B. Senior management meetings.
- C. Knowledge Centred Support.
- D. The marketing department.

Answer: C

11. What behaviour should be avoided when talking with Certkiller .com on the telephone?

- A. Addressing the customer by name.
- B. Asking the customer technical questions.
- C. Telling the customer to hold.
- D. Using terms of endearment.

Answer: D

12.Which statement best describes your role in the incident management process?

- A. Conduct customer satisfaction surveys for each incident.
- B. Escalate all incidents to other groups.
- C. Log and document all incidents.
- D. Resolve each incident to the customer satisfaction.

Answer: C

13.What is a best practice for dealing with an abusive customer?

- A. Ignore the customer language.
- B. Maintain your professionalism.
- C. Show empathy and sympathy.
- D. Use your active listening skills.

Answer: B

14.What is the best description of your role in supporting customers?

- A. Ensure that the customer complies with the SLA.
- B. Manage the customer expectations.
- C. Pass all customer inquiries to level 2 support.
- D. Resolve all customer incidents without escalation.

Answer: B

15.Which statement best describes the concept of teamwork?

- A. Teamwork involves competing with others to prove you are the best.
- B. Teamwork involves having all team members participate.
- C. Teamwork involves keeping ideas to yourself in case they do not work.
- D. Teamwork involves working separately to achieve personal goals.

Answer: B

16.What is the best reason for using paraphrasing?

- A. Using paraphrasing gives the customer a chance to tell you if you have understood them.
- B. Using paraphrasing increases the customer knowledge of technical terminology.
- C. Use paraphrasing to repeat the customer words back to them.

D. Use paraphrasing to tell the customer what they should have done.

Answer: A

17.What is a best practice for call management?

A. Listen to the customer description of the incident.

B. Provide the customer with details of the SLA.

C. Ask the customer for a written communication.

D. Use the CRM system to guide the call.

Answer: A

18.What is the most important reason for maintaining legal compliance in the Support Centre?

A. Maintaining legal compliance prevents employees from downloading music.

B. Maintaining legal compliance prevents unauthorised internet usage.

C. Maintaining legal compliance protects identity information.

D. Maintaining legal compliance protects your personal rights.

Answer: C

19.How can active listening help you?

A. Active listening helps to build a wider knowledge base for the organisation.

B. Active listening improves overall performance against SLAs.

C. Active listening increases the customer level of satisfaction.

D. Active listening reduces the need for you to talk all day.

Answer: C

20.What is a best practice for effective cross-cultural communication?

A. Ask open questions.

B. Increase the pace of the call.

C. Repeat everything that the customer says.

D. Use proper language expressions.

Answer: D