

IT 认证电子书



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Exam : **HD0-100**

Title : **Help Desk Analyst (HDA)**

Version : **Demo**

1.Which metric indicates how often A customer may need a follow-up call to achieve resolution?

- A. Capture rate
- B. Abandon rate
- C. Call return rate
- D. First call resolution rate

Answer: D

2.What two considerations need to be made when sharing workspace? (Choose two.)

- A. Maintain a clean environment
- B. Discretion and courtesy when decorating
- C. Share only with persons with similar likes/dislikes
- D. None, each person needs to take care of it themselves

Answer: A, B

3.Which two are characteristics of unsuccessful teams? (Choose two.)

- A. Independence
- B. Lack objectives
- C. Lack of ownership
- D. Good team morale

Answer: B, C

4.Which two are the primary purpose of an annual (periodic) survey? (Choose two.)

- A. Determine management bonuses
- B. Identify changes to products, services and processes
- C. Measure performance of individual analysts at the help desk
- D. Evaluate customer satisfaction with products, services and personnel

Answer: B, D

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

- A. Ensures consistent service
- B. Identifies areas out of policy
- C. Promotes adherence to policies
- D. Justification for not meeting customer expectations

Answer: A, C

6.You have little or no expertise with a product. While speaking in a confident tone, what should you do to provide effective support?

- A. Escalate to a manager to reassign the call
- B. Determine priority/severity and collect/document the appropriate information
- C. Set a call back time and tell the customer you will review the call with an expert
- D. Inform the customer of the product limitations you are aware of, but assure them they will receive support

Answer: B

7.What should you do to assess A customer level of knowledge?

- A. Ask open questions
- B. Ask closed questions
- C. Provide more detailed explanations
- D. Assume the customer has a basic level of knowledge

Answer: B

8.What is the key benefit of a positive work environment?

- A. Diversification of skill sets is minimized
- B. Rapport among team members is increased
- C. The need for recognition of individual effort is minimized
- D. Management involvement is separated from individual involvement

Answer: D

9.DRAG DROP

Place the network terms that are most related to one another and that provide similar functionality next to each other.

Term

Definition

Place here

IPX/SPX

Place here

LAN

Place here

Router

Place here

Token Ring

Term, Select from these

WAN

Ethernet

TCP/IP

Hub

Answer: .

Term	Definition
TCP/IP	IPX/SPX
WAN	LAN
Hub	Router
Ethernet	Token Ring

10. Which question allows you to determine whether or not your customer is logged on to the network?

- A. What is your login ID?
- B. Can you access e-mail?
- C. Are you logged on to the network?
- D. Which drives are displayed on your computer?

Answer: D

11. Which two techniques are used to match a caller's style? (Choose two.)

- A. Style
- B. Restating
- C. Vocabulary
- D. Paraphrasing

Answer: A, C

12. Who is responsible for maintaining a working environment conducive to effective inter-departmental relationships.

- A. Everyone
- B. Human resources
- C. Department managers

D. Executive management

Answer: C

13.A customer calls with a printing problem. You start the troubleshooting process by asking some simple questions. The customer admits that this is his first time using a computer.

Which three questions should be used to obtain necessary information to solve the problem? (Choose three.)

- A. Ask the customer if he is the only one who can print to this server
- B. Ask the customer if a start button or disk icon appears on the screen
- C. Ask the customer if he has experienced any problems recently with any other applications
- D. Guide the customer through checking the printer connection and making sure the power is turned on

Answer: A, B, D

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

- A. When you hear complaints about your organization, change the subject
- B. Have a good attitude and never speak negatively about you organization
- C. See what you can do to assist any co-worker who is unhappy or experiencing problems
- D. Try to have a positive and memorable effect on every person you communicate with each day

Answer: B, C, D

15.Which three media can be used to conduct surveys? (Choose three.)

- A. E-mail
- B. The Internet
- C. A suggestion box
- D. Personal interviews

Answer: A, C, D

16.What is a key benefit of a knowledge-base system?

- A. Increase call volume
- B. Saves time and money
- C. Decreases network traffic
- D. Requires lower maintance

Answer: B

17.Companies typically restrict access to which three types of data? (Choose three.)

- A. Office location
- B. Personnel records
- C. Payroll information
- D. Proprietary information

Answer: B, C, D

18.A customer calls the support centre and describes a problem. The analyst is not certain what the problem is. What is the appropriate strategy for eliciting the information a second time?

- A. Begin troubleshooting
- B. Transfer the call to a more experienced analyst
- C. Ask the customer to repeat the problem back to you
- D. Repeat back to the customer what you thought you heard

Answer: D

19.Which two are typically the fastest methods to send a message to all help desk personnel? (Choose two.)

- A. E-mail
- B. Voice mail
- C. Short text messaging
- D. Broadcast messaging

Answer: A, C

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

- A. High employee morale
- B. Low employee turnover
- C. Low superior-to-subordinate interaction
- D. Low turnover rate between organisations

Answer: A, B