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QQ0-100

HDI

Help Desk Analyst (HDA)

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Question: 1
An analyst has conveyed incorrect information to a customer. Which action demonstrates personal accountability?

A - The analyst has another analyst call the customer
B - The analyst closes the call and moves to the next call
C - The analyst calls the customer back to correct the information
D - The analyst calls the customer back and blames the incorrect information on bad
    documentation

Answer: C

Question: 2
For which two reasons do help desk's log all calls? (Choose two.)

A - Allows ticket monitoring
B - Measure frequency of calls
C - Prove the help desk is right
D - Provide an audit trail of activities

Answer: B, D

Question: 3
In which four circumstances is it appropriate to use open questions? (Choose three.)

A - When your time is limited
B - When you need to build rapport
C - When you need the customer to elaborate
D - When you have exhausted your possibilities

Answer: B, C, D

Question: 4
Why are customer satisfaction surveys important?

A - They reveal what abandon rate is acceptable
B - They reveal how the help desk is perceived by the customer
C - They determine the percentage of first call resolution (FCR)
D - They determine what level of support the customer is receiving

Answer: B

Question: 5
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 printer
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, C, D

Question: 6
What is the primary role of support service?

A - To track problems and bugs
B - To provide quality assistance
C - To provide technical resolutions
D - To provide the customer with a knowledge-base

Answer: B

Question: 7
A customer calls you in a frantic state. The customer has a big presentation in an hour and cannot get the presentation to print. You ask questions about the problem, but the customer keeps talking about what will happen to her if she does not have the presentation ready. Which two actions should you take to get the customer's attention? (Choose two.)

A - Empathise with the customer
B - Tell the customer to "snap out of it"
C - Regularly use the customer's first name
D - Raise your voice when asking questions

Answer: A, C

Question: 8
What are three reasons for providing consistent service? (Choose three.)

A - To guarantee professionalism
B - To instill confidence in your customer
C - To ensure a commitment to excellence
D - To ensure empathy to customer needs

Answer: A, B, C

Question: 9
What is a key benefit of a knowledge-base system?

A - Increases call volume
B - Saves time and money
C - Decreases network traffic
D - Requires lower maintenance

Answer: B

Question: 10
What should you do to assess a customer level of knowledge? 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: A

Question: 11

Place the Problem Solving steps in order. For instructions on how to answer a Drag and Drop question.

Order | **Steps in Order** | **Steps**

1 (place step one here) — Implement plan
2 (place step two here) — Document results
3 (place step three here) — Problem Identification
4 (place step four here) — Identify problem causes
5 (place step five here) — Observe and evaluate plan

Answer:

Order | **Steps in Order** | **Steps**

1 Problem Identification — Implement plan
2 Identify problem causes — Document results
3 Implement plan — Problem Identification
4 Observe and evaluate plan — Identify problem causes
5 Document results — Observe and evaluate plan

Question: 12
Which two organisational characteristics are typically found in a supportive workplace environment? (Choose two.)

A - High employee morale
B - Low employee turnover
C - High adherence to policies
D - Low superior-subordinate interaction

Answer: A, B

Question: 13
What is the number one goal of support services?

A - To give technical support to anyone who calls

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