



# QQ0-200

## HDI

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**QUESTION 1**

Which three characteristics of a strategically-thinking help desk? (Choose three)

- A. Transactional focus
- B. Reactive focus
- C. Proactive focus
- D. Information giving focus
- E. Integrated focus

Answer: B, C, D.

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**QUESTION 2**

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

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

Answer: C, D.

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**QUESTION 3**

An upset, frustrated customer asks to speak to the help desk manager.  
What is your most appropriate response? (Choose 1)

- A. It would be easier to resolve this call if you calm down
- B. I am sorry, but my manager is not available at the moment. May I get her to call you back
- C. I am sorry, but my supervisor does not handle these situations, I can assist you
- D. I appreciate your frustration with this, I have experienced this same problem many times

Answer: B

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**QUESTION 4**

When communicating with Certkiller .com, it is best to avoid\_\_\_\_\_. (Choose two)

- A. Apologies
- B. Empathising
- C. User of slang
- D. Technical terms

Answer: C, D.

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**QUESTION 5**

You are speaking to Certkiller .com who has an incident that requires you to perform further research before you can apply a resolution. You document the situation and the impact. What is the best action to take next? (Choose 1)

- A. Close the call
- B. Develop a multi-functional team to address the situation
- C. Ask your team colleagues to concentrate on this problem with you
- D. Explain to the customer what will happen next

Answer: D

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**QUESTION 6**

Which question should you ask to best assess Certkiller .com's experience and knowledge level? (Choose 1)

- A. What is the error code you see?
- B. Have you ever had this error before?
- C. What were the circumstances that held to this situation?
- D. Have you spoken with the systems administrator?

Answer: C

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**QUESTION 7**

Which are two characteristics of active listeners? (Choose two)

- A. They demonstrate sympathy
- B. They use the customer's name
- C. They avoid using verbal attends
- D. They listen for, and recognise, emotion words

Answer: B, D.

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**QUESTION 8**

What are the two most important points to remember in order to manage a call successfully?  
(Choose two)

- A. Create a problem-solving work-flow
- B. Use the same terminology as the customer
- C. Clearly document the situation and the steps taken
- D. Give the customer something to do

Answer: B, C.

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