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Help Desk Analyst (HDA)

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QUESTION 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

QUESTION 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

QUESTION 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

QUESTION 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

QUESTION 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

QUESTION 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

QUESTION 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

QUESTION 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

QUESTION 9

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

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