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Vendor:HDI

Exam Code:HD0-200

Exam Name:HDI Qualified Help Desk Senior Analyst

Version:Demo

QUESTION 1

What is the best description of multi-tasking? (Choose 1)

- A. Completing one job before starting the next one.
- B. Starting tasks and handing them to subordinates to complete.
- C. Delegating all responsibility along with all tasks.
- D. Being capable of handling a variety of problems at the same time.

Correct Answer: D

QUESTION 2

What are three key advantages of outsourcing? (Choose three)

- A. Increased profitability.
- B. Fewer resource requirements.
- C. Lower capital outlay.
- D. Decreased responsibility for customer satisfaction.
- E. Reduced cost for provision of support.

Correct Answer: BCE

QUESTION 3

If a customer starts insisting on always speaking to the same analyst when the team procedures state that the analyst who receives a call takes ownership, what is the most effective action to take to prevent this happening in the future? (Choose 1)

- A. Tell the customer you will discuss their problem with the analyst they requested later on in the day.
- B. Tell the customer the analyst is busy on a project, but they can hold on if they like.
- C. Assure the customer that you are competent and can handle their call just as well as your colleague.
- D. Advise the customer that speaking to you instead will provide a faster service than if they waited.

Correct Answer: D

QUESTION 4

What are three characteristics of effective leaders? (Choose three)

- A. They practice and encourage fairness.
- B. They delegate responsibility effectively.
- C. They closely monitor the team.
- D. They are able to execute plans.

Correct Answer: ABD

QUESTION 5

What is the most effective way to encourage customers to tell us when they are not happy with our services? (Choose 1)

- A. Explain why their problem happened in the first place.
- B. Apologise, thank them for calling and close the call.
- C. Listen to them, document all the details, and ensure that it is followed up.
- D. Tell them that the group at fault for the complaint they made will contact them.

Correct Answer: C

QUESTION 6

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

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

Correct Answer: A

QUESTION 7

What are two commonly used problem identification methods for extracting information from customers? (Choose 2)

- A. Unstructured information gathering.
- B. Structured information gathering.
- C. Logical analysis.
- D. Root cause discussions.

Correct Answer: AB

QUESTION 8

What are three basic components of Computer Telephony Integration? (Choose three)

- A. Automatic Call Distributor.
- B. Service Level Agreements.
- C. Integration Server
- D. Interactive Voice Response.

Correct Answer: ACD

QUESTION 9

Which two of the following enables a help desk to provide consistent service? (Choose two)

- A. Service levels are based on impact to the business.
- B. Problems are assigned to the most knowledgeable person available.
- C. Priorities are assigned consistently.
- D. Everyone gets the same level of service.

Correct Answer: AC

QUESTION 10

Why is it important to record and analyse customer complaints? (Choose 1)

- A. To identify customers who are never satisfied.
- B. To gain insight into customer perceptions.
- C. To prove that other IT groups are meeting customer expectations.
- D. To demonstrate that customers are not aware of service level agreements.

Correct Answer: B

QUESTION 11

When communicating with a customer, it is best to avoid . (Choose two)

- A. Use of slang.

B. Apologies.

C. Empathising.

D. Technical terms.

Correct Answer: AD

QUESTION 12

What are two purposes of an on-going (event) survey? (Choose two)

A. To measure the quality of a single interaction.

B. To trend levels of customer satisfaction between annual (periodic) surveys.

C. To assess satisfaction levels with all help desk services.

D. To evaluate overall satisfaction levels with products.

Correct Answer: AB