



## Help Desk Analyst (HDA)

HDI HD0-100

Version Demo

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**QUESTION NO: 1**

A customer calls with a critical problem for a product that is no longer supported by the help desk. What do you do? (Choose two.)

- A. Determine what the real need is
- B. Develop alternatives
- C. Inform the customer that the product is not supported
- D. Apologise for not being able to assist the customer

**ANSWER: A B****QUESTION NO: 2**

What are three benefits of a change management process? (Choose three.)

- A. Pro-active communication
- B. Timely notification to affected parties
- C. Documentation of affected systems and processes
- D. Timely problem resolution

**ANSWER: A B C****QUESTION NO: 3**

Which statement best describes communication within a positive work environment?

- A. Peer-to-peer communication works best within the department
- B. Managers are responsible for initiating vertical communication
- C. Communication among all members of the organisation is maximised
- D. E-mail and automated communications mediums are used extensively

**ANSWER: C****QUESTION NO: 4 - (DRAG DROP)**

DRAG DROP

Click the Task button. Place the Problem Solving steps in order. For instructions on how to answer a Drag and Drop question, click the Help button.

**Place the Problem Solving steps in order.**

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:**

Place the Problem Solving steps in order.

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

Explanation:

Place the Problem Solving steps in order.

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 NO: 5

What are three components of CTI? (Choose three.)

A. ACD

B. Integration server

- C. IVR
- D. NT domain server

**ANSWER: A B C**

#### QUESTION NO: 6

Who is responsible for maintaining a working environment conducive to effective interdepartmental relationships?

- A. Executive management
- B. Department managers
- C. Everyone
- D. Human resources

**ANSWER: C**

#### QUESTION NO: 7

What are peripheral devices?

- A. Devices that are connected to the computer, but are neither internal nor external to the processing unit
- B. Devices that are connected to the computer and become the processing unit
- C. Devices that are connected to the computer, but are external in relationship to the processing unit
- D. Devices that are connected to the computer and are internal in relationship to the processing unit

**ANSWER: C**

#### QUESTION NO: 8

What are three important attributes of high-quality leaders? (Choose three.)

- A. They encourage interest and curiosity among subordinates
- B. They use authority and control to direct the subordinates
- C. They provide a channel through which problems can be aired

D. They stimulate creativity and innovation among subordinates

**ANSWER: A C D**

**QUESTION NO: 9**

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

**ANSWER: A**

**QUESTION NO: 10**

What is a key benefit of a positive work environment?

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

**ANSWER: C**