

Exam Code: qq0-200

Exam Name: hdi qualified help desk senior analyst(hdsa)

Vendor: HDI Worldwide

Version: DEMO

Part: A

1: Which three are 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.

Correct Answers: B C D

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.

Correct Answers: C D

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.

Correct Answers: B

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

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

Correct Answers: C D

5: You are speaking to a customer 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.

Correct Answers: D

6: Which question should you ask to best assess a customer'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 led to this situation?
- D.Have you spoken with the systems administrator?

Correct Answers: C

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.

Correct Answers: B D

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.

Correct Answers: B C

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

- A.They acknowledge the customer.
- B.They know the process for escalating a problem.
- C.They restate/paraphrase to ensure understanding.
- D.They understand that evidence and reasoning are critical.

Correct Answers: A C

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

- A.To evaluate overall satisfaction levels with products.
- B.To measure the quality of a single interaction.
- C.To assess satisfaction levels with all help desk services.
- D.To trend levels of customer satisfaction between annual (periodic) surveys.

Correct Answers: B D

11: What are the three best methods for building rapport among departments within the support organisation? (Choose three)

- A.Active Networking.
- B.Involvement in Project management.
- C.Participation in company-wide events and initiatives.
- D.Involvement in cross-functional teams.

Correct Answers: A C D

12: A help desk analyst is on the phone with a customer and does not know the solution for the

problem. What is the best technique for them to use to disengage from the call? (Choose 1)

A.I have the information. I will get back to you as soon as possible.

B.Allow me to check this further, I will call you at 10:00 with an update.

C.Let me research this, I will call you back as soon as I have a resolution.

D.Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.

Correct Answers: B

13: What are the two most important purposes of an annual survey? (Choose two)

A.To assess IT technical support.

B.To evaluate overall satisfaction levels.

C.To identify changes customers feel are valuable.

D.To measure changes in products and services from the previous year.

Correct Answers: B C

14: Which two business needs must be considered when allocating priorities? (Choose two)

A.The impact on the business.

B.The customers status.

C.The customers location.

D.Service level agreement commitments.

Correct Answers: A D

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

A.Delegating all responsibility along with all tasks.

B.Completing one job before starting the next one.

C.Starting tasks and handing them to subordinates to complete.

D.Being capable of handling a variety of problems at the same time.

Correct Answers: D