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Help Desk Analyst (HDA)

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QUESTION 1

Which statement about successful team players is true?

A. They desire continued acceptance by the group

B. They impose ideas and values on others

C. They encourage member input in decisions

D. They change attitudes to conform to group standards

Correct Answer: C

QUESTION 2

A customer calls you in a frantic state. The customer has a big presentation in an hour and cannot get the presentation to print. You ask questions about the problem, but the customer keeps talking about what will happen to her if she does not have the presentation ready. Which two actions should you take to get the customer\\'s attention? (Choose two.)

A. Raise your voice when asking questions

B. Empathise with the customer

C. Regularly use the customer\\'s first name

D. Tell the customer to "snap out of it"

Correct Answer: BC

QUESTION 3

Which three techniques describe basic creative thinking? (Choose three.)

A. Taking the complex approach

B. Changing your perspective

C. Looking beyond the evident

D. Developing alternatives

Correct Answer: BCD

QUESTION 4

During a call, you need to have the customer reboot the system What could you do during this time to distract the customer from the long boot process?

A. Explain to the customer what you just did

B. Ask the customer if he is married

C. Ask the customer where he resides

D. Explain how the help desk benefits the customer

Correct Answer: A

QUESTION 5

Which question allows you to determine whether or not your customer is logged on to the network?

A. Which drives are displayed on your computer?

B. What is your login ID?

C. Are you logged on to the network?

D. Can you access e-mail?

Correct Answer: A

QUESTION 6

An analyst has conveyed incorrect information to a customer. Which action demonstrates personal accountability?

A. The analyst calls the customer back and blames the incorrect information on bad documentation

B. The analyst has another analyst call the customer

C. The analyst closes the call and moves to the next call

D. The analyst calls the customer back to correct the information

Correct Answer: D

QUESTION 7

What are three key strengths of critical thinkers? (Choose three.)

A. They are analytical

B. They areorganised

C. They are empathetic

D. They are logical

Correct Answer: ABD

QUESTION 8

What is a key benefit of using a web site for reference?

A. It provides private access

B. It provides searchable topic fields

C. It is printable

D. It is computer-based

Correct Answer: B

QUESTION 9

You are new to the help desk and are asked a question you cannot answer. Which two actions should you take? (Choose two.)

A. Escalate the problem

B. Ask a peer

C. Use reference documentation

D. Suggest that the customer ask a peer

Correct Answer: BC

QUESTION 10

For which two reasons do help desk\\'s log all calls? (Choose two.)

A. Measure frequency of calls

B. Prove the help desk is right

C. Provide an audit trail of activities

D. Allows ticket monitoring

Correct Answer: AC

QUESTION 11

What is deductive reasoning?

A. Reasoning based on experience and intuition

B. Reasoning based on analysis and experience

C. Reasoning based on intuition and process of elimination

D. Reasoning based on logic and analysis

Correct Answer: D

QUESTION 12

Which three are the most common type of network problems? (Choose three.)

A. Collisions, congestion, and delays

B. Segment or ring does not respond, traffic limited, no workaround

C. Systems will not reboot

D. Users cannot reach connected devices, i.e., PC, servers, workstations

Correct Answer: ABD

QUESTION 13

What is a key benefit of establishing effective inter-departmental relationships?

A. Diversity of skill sets isminimised

B. Recognition of individual department effort is not required

C. Management involvement is separate from individual involvement

D. Rapport amongorganisation members is established

Correct Answer: D

QUESTION 14

Which question allows you to determine whether or not your customer is logged on to the network?

A. What is your login ID?

B. Are you logged on to the network?

C. Can you access e-mail?

D. Which drives are displayed on your computer?

Correct Answer: D

QUESTION 15

In what three ways can you convey to the customer a desire and ability to help? (Choose three.)

A. Be confident

B. Be agreeable to all customer opinions

C. Be talkative

D. Be efficient

E. Be enthusiastic, but natural

Correct Answer: ADE

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