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QUESTION 1

What is a purpose of self-help technology? (Choose 1)

- A. To help make best use of available staff.
- B. To encourage a higher call volume.
- C. To help build rapport between support staff and customers.
- D. To maintain customers reliance on the help desk.

Correct Answer: A

QUESTION 2

Which are the two most important qualities required for effective leadership? (Choose two)

- A. the demonstration of and support for fairness.
- B. the ability to encourage accountability and ownership.
- C. the ability to exert absolute authority at all times.
- D. the avoidance of arguments within the group.

Correct Answer: AB

QUESTION 3

What is the best description of a business case? (Choose 1)

- A. A shared business knowledge database.
- B. A proposal for improvements to current business processes.
- C. An analysis of help desk activities.
- D. A briefcase.

Correct Answer: B

QUESTION 4

What are the two key benefits of self help technology? (Choose 2)

- A. It reduces the need for technical support staff.
- B. It educates customers.
- C. It allows for longer wrap-up time.

D. It reduces calls in to the help desk.

Correct Answer: BD

QUESTION 5

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. Involvement in cross-functional teams.
- D. Participation in company-wide events and initiatives.

Correct Answer: ACD

QUESTION 6

What are four characteristics of self-help technology in a support environment? (Choose four)

- A. It can be impersonal.
- B. It can be expensive to implement and maintain.
- C. It is available 24/7.
- D. It requires minimal maintenance.
- E. It enables customers to help themselves.
- F. It provides consistent responses to regular questions.

Correct Answer: ACEF

QUESTION 7

Which three activities are characteristic of critical thinkers? (Choose three)

- A. To improve.
- B. To redesign.
- C. To remodel.
- D. To implement.

Correct Answer: ABC

QUESTION 8

What are the three most common reasons for having policies for data security? (Choose three)

- A. The danger of users changing a hardware configuration.
- B. The on-going viability of business operations.
- C. The ever-present potential for disaster.
- D. The danger of theft, vandalism, or hacking.

Correct Answer: BCD

QUESTION 9

What are three considerations to bear in mind when setting up a service continuity site? (Choose three)

- A. Location.
- B. Cost implications.
- C. Storage/space capacities.
- D. Computer telephony integration (CTI).

Correct Answer: ABC

QUESTION 10

What is used to set customer expectations? (Choose 1)

- A. Root cause processes.
- B. Work flow procedures.
- C. Service level agreements.
- D. Standard operating procedures.

Correct Answer: C

QUESTION 11

You think one of your help desk analysts is suffering from stress. Which two physical signs best indicate the analyst is experiencing stress? (Choose two)

- A. They have a pallid complexion.

- B. They seem tense and often have white knuckles.
- C. They have a new wardrobe of clothes.
- D. They often seem short of breath.
- E. They bite their fingernails.

Correct Answer: BD

QUESTION 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. 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.
- B. Allow me to check this further, I will call you at 10:00 with an update.
- C. I have the information. I will get back to you as soon as possible.
- D. Let me research this, I will call you back as soon as I have a resolution.

Correct Answer: B

QUESTION 13

Which is the responsibility of a system administrator in a large corporate environment? (Choose 1)

- A. Application capacity planning
- B. Database installation
- C. Network capacity planning
- D. Operating system upgrades

Correct Answer: D

QUESTION 14

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

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

Correct Answer: AC

QUESTION 15

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

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