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**Exam :** QQ0-200

**Title :** HDI qualified help desk senior analyst(hdsa)

**Vendors :** HDI

**Version :** DEMO

NO.1 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.

Answer: AC

NO.2 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 new wardrobe of clothes.
- B. They seem tense and often have white knuckles.
- C. They bite their fingernails.
- D. They have a pallid complexion.
- E. They often seem short of breath.

Answer: BE

NO.3 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.

Answer: D

NO.4 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.

Answer: ACD

NO.5 You are a help desk analyst and you are having difficulty understanding a customer

from another

country. What is the best action for you to take? (Choose 1)

- A. Ask the customer if there is someone else who speaks your language more fluently who could assist.
- B. Ask the customer to email you instead.
- C. Tell the customer you are sorry but you cannot understand him, and suggest he calls back another time.
- D. Tell the customer you will send him a user manual.

Answer: A

NO.6 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.

Answer: BCD

NO.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.

Answer: BD

NO.8 When communicating with a customer, it is best to avoid \_\_\_\_\_. (Choose two)

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

Answer: CD

NO.9 How can the help desk be of strategic benefit to the organisation? (Choose one)

- A. It increases staff levels.
- B. It is a useful source of information.
- C. It ensures rigid adherence to operational policies.
- D. It ensures that customers speak only to the help desk personnel.

Answer: B

NO.10 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.

Answer: D

NO.11 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.

Answer: B

NO.12 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.

Answer: BC

NO.13 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.

Answer: BD

NO.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.

Answer: AD

NO.15 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.

Answer: B

NO.16 What are two of the best ways to demonstrate confidence when on the telephone with a customer?

(Choose 1)

- A. Using a confident tone, tell them you dont have a resolution for their incident yet but you are finding out by using the knowledgebase.
- B. Using a confident tone, tell the customer you are new to the desk and are transferring their call.
- C. Using a confident tone, ask the customer to call a 2nd line team, and provide their telephone number.
- D. Using a confident tone, tell the customer that you are unable to help them until tomorrow.

Answer: A

NO.17 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?

Answer: C

NO.18 Why is it important to record and analyse customer complaints? (Choose 1)

- A. To gain insight into customer perceptions.
- B. To identify customers who are never satisfied.

- C. To prove that other IT groups are meeting customer expectations.
- D. To demonstrate that customers are not aware of service level agreements.

Answer: A

NO.19 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.

Answer: CD

NO.20 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.

Answer: BC