

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