

# HD0-100<sup>Q&As</sup>

Help Desk Analyst (HDA)

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**QUESTION 1**

What are three reasons for providing consistent service? (Choose three.)

- A. To ensure empathy to customer needs
- B. To guarantee professionalism
- C. To ensure a commitment to excellence
- D. To instill confidence in your customer

Correct Answer: BCD

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**QUESTION 2**

Which approach is preferable when responding to a customer?

- A. Use industry terminology to educate the customer
- B. Use vocabulary to match the customer's level of knowledge
- C. Use acronyms that are commonly used in the industry
- D. Use the simplest terminology that is understood by all levels of knowledge

Correct Answer: B

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**QUESTION 3**

Which three are characteristics of a good negotiator? (Choose three.)

- A. Presents multiple options
- B. Clearly identifies who/what is at fault
- C. Develops realistic expectations
- D. Focuses on what is needed

Correct Answer: ACD

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**QUESTION 4**

Which three are benefits of a call management system? (Choose three.)

- A. The analyst is able to view the customers contact information
- B. The analyst is able to view the customers call history

- C. The analyst is able to view thecustomers password information
- D. The analyst is able to log thecustomers problem

Correct Answer: ABD

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**QUESTION 5**

Which two facts about customer satisfaction are true? (Choose two.)

- A. More customer contacts can be made over the phone than in person
- B. It is more costly to retain a customer than acquire a new one
- C. More customers are lost to poor service than poor product
- D. Customers form opinions aboutorganisations based on contact with a small portion of that organisation

Correct Answer: CD

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