HD0-100 Q&As

Help Desk Analyst (HDA)

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QUESTION 1

What is the number one goal of support services?

A. To give technical support to anyone who calls

B. To resolve all calls requiring technical support

C. To obtain information for any questionsthat are asked

D. To keep the customer performing at the highest level possible

Correct Answer: D

QUESTION 2

Which system allows a customer to choose among various options when calling a help desk?

A. Optional Response Routing (ORR)

B. Voice Recognition System (VRS)

C. Multiple Option System (MOS)

D. Interactive Voice Response (IVR)

Correct Answer: D

QUESTION 3

Which metric indicates how often a customer may need a follow-up call to achieve resolution?

A. First call resolution rate

B. Call return rate

C. Abandon rate

D. Capture rate

Correct Answer: A

QUESTION 4

For which two reasons is it important to have documented processes and procedures? (Choose two.)

A. Justification for not meeting customer expectations

B. Ensures consistent service

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C. Identifies areas out of policy

D. Promotes adherence to policies

Correct Answer: BD

QUESTION 5

What are three benefits of a change management process? (Choose three.)

A. Pro-active communication

B. Timely notification to affected parties

C. Documentation of affected systems and processes

D. Timely problem resolution

Correct Answer: ABC

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