

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

Help Desk Analyst (HDA)

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**QUESTION 1**

In which four circumstances is it appropriate to use open questions? (Choose three.)

- A. When you have exhausted your possibilities
- B. When your time is limited
- C. When you need to build rapport
- D. When you need the customer to elaborate

Correct Answer: ACD

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**QUESTION 2**

In which three situations is escalating a call to management appropriate? (Choose three.)

- A. When you have little or no experience with the problem
- B. When you have exhausted all your available resources
- C. When the customer requests it
- D. When the service level agreement (SLA) requires it

Correct Answer: BCD

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**QUESTION 3**

In which two instances is it appropriate to use the customers first name? (Choose two.)

- A. During the initial interaction with the customer
- B. When the customer becomes irate
- C. During informal communication
- D. When you have established a good rapport with the customer

Correct Answer: CD

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**QUESTION 4**

Which statement about service level agreements (SLAs) is true?

- A. SLAs are used to document service provider expectations only
- B. SLAs are used to document customer and service provider expectations

- C. SLAs are used to document customer expectations only
- D. SLAs are not used to document customer or service provider expectations

Correct Answer: B

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#### QUESTION 5

A customer calls and tells you that their problem is critical (high severity), however it is apparent to you that the problem is a low severity. What is the best way to handle the situation?

- A. Reset the customer expectation for low severity problemsReset the customer? expectation for low severity problems
- B. Refer the customer to the service level agreement (SLA)
- C. Assess the technical and business issues and negotiate until you and the customer agree
- D. Record the problem as a low severity

Correct Answer: C

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