

HD0-200^{Q&As}

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QUESTION 1

What are the two most important characteristics of successful teams? (Choose 2)

- A. They are given challenges to meet and are rewarded effectively.
- B. They always make all decisions together.
- C. They have individual responsibilities to which they work exclusively.
- D. There are many different personalities and skills.

Correct Answer: AD

QUESTION 2

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. Develop a multi-functional team to address the situation.
- B. Explain to the customer what will happen next.
- C. Ask your team colleagues to concentrate on this problem with you.
- D. Close the call.

Correct Answer: B

QUESTION 3

What are two ways for an HDSA to help develop a supportive and friendly work environment? (Choose 2)

- A. Agree with everything everyone says.
- B. Take exclusive responsibility for projects.
- C. Participate in and encourage communication.
- D. Demonstrate individual responsibility.

Correct Answer: CD

QUESTION 4

What are three things to consider when determining new help desk equipment requirements? (Choose three)

- A. The expected call volume.
- B. The budget available for new equipment.
- C. The number of expected help desk personnel.
- D. The functionality advertised with the most popular systems.

Correct Answer: ABC

QUESTION 5

What are two components of a network? (Choose two)

- A. Hub.
- B. Remote support.
- C. Ping.
- D. Router.

Correct Answer: AD

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