

HDI HD0-200

**HDI Worldwide HD0-200 HDI: Qualified Help Desk
Senior Analyst
Practice Test
Version 1.1**

QUESTION NO: 1

What are three considerations to bear in mind when setting up a service continuity site? (Choose three)

- A. Location.
- B. Cost implications.
- C. Storage/space capacities.
- D. Computer telephony integration (CTI).

Answer: A,B,C

QUESTION NO: 2

Which two are techniques for communicating cross culturally? (Choose two)

- A. Slow the pace at which you speak.
- B. Speak carefully and loudly.
- C. Tell the customer you are having some difficulty in understanding them.
- D. Ask lots of questions to check your understanding, even if it means interrupting them.

Answer: A,C

QUESTION NO: 3

What are two of the best ways to demonstrate confidence when on the telephone with a customer? (Choose 1)

- A. Using a confident tone, tell the customer you are new to the desk and are transferring their call.
- B. Using a confident tone, tell the customer that you are unable to help them until tomorrow.
- C. Using a confident tone, tell them you don't have a resolution for their incident yet but you are finding out by using the knowledgebase.
- D. Using a confident tone, ask the customer to call a 2nd line team, and provide their telephone number.

Answer: C

QUESTION NO: 4

What is a principle of structured information gathering? (Choose 1)

- A. Asking questions in a practiced manner.

- B. Asking questions in a predetermined sequence.
- C. Asking questions using a logical, methodical approach.
- D. Asking questions in a free-form manner.

Answer: B

QUESTION NO: 5

What is the most effective way to encourage customers to tell us when they are not happy with our services? (Choose 1)

- A. Explain why their problem happened in the first place.
- B. Apologise, thank them for calling and close the call.
- C. Listen to them, document all the details, and ensure that it is followed up.
- D. Tell them that the group at fault for the complaint they made will contact them.

Answer: C

QUESTION NO: 6

What is the best description of a business case? (Choose 1)

- A. A shared business knowledge database.
- B. A proposal for improvements to current business processes.
- C. An analysis of help desk activities.
- D. A briefcase.

Answer: B

QUESTION NO: 7

Which three are examples of common network components? (Choose 3)

- A. Hubs.
- B. Domain Name Servers.
- C. Token Ring.
- D. Routers.

Answer: A,B,D

QUESTION NO: 8

Why is it important to measure the abandonment rate against the average speed to answer metric? (Choose 1)

- A. The longer the ASA, the higher the abandonment rate.
- B. The shorter the ASA, the higher the probability customers will solve their own problems.
- C. The shorter the ASA, the higher the abandonment rate.
- D. The longer the ASA, the higher the probability customers will solve their own problems.

Answer: A

QUESTION NO: 9

Which two tools can be used to capture metrics in a support environment? (Choose two)

- A. Call logging system.
- B. ACD (Automatic Call Distributor).
- C. Spreadsheet.
- D. Instant messaging.

Answer: A,B

QUESTION NO: 10

A customer has exceeded the maximum number of login attempts and calls you about the problem. This kind of problem is best handled by which approach? (Choose 1)

- A. An inductive approach.
- B. A deductive approach.
- C. A sycophantic approach.
- D. A synergistic approach.

Answer: B

QUESTION NO: 11

What are two of the best ways to demonstrate confidence when on the telephone with a customer? (Choose 1)

- A. Using a confident tone, tell the customer that you are unable to help them until tomorrow.
- B. Using a confident tone, ask the customer to call a 2nd line team, and provide their telephone number.

- C. Using a confident tone, tell them you don't have a resolution for their incident yet but you are finding out by using the knowledgebase.
- D. Using a confident tone, tell the customer you are new to the desk and are transferring their call.

Answer: C

QUESTION NO: 12

What are two purposes of an on-going (event) survey? (Choose two)

- A. To trend levels of customer satisfaction between annual (periodic) surveys.
- B. To assess satisfaction levels with all help desk services.
- C. To evaluate overall satisfaction levels with products.
- D. To measure the quality of a single interaction.

Answer: A,D

QUESTION NO: 13

What is the correct formula for calculating the percentage of abandoned calls received at the help desk over a period of time? (Choose 1)

- A. The total number of calls abandoned divided by total calls answered x 100.
- B. The total number of calls abandoned minus total calls answered x 100.
- C. The total number of calls abandoned divided by total number of calls x 100.
- D. The total number of calls answered minus total calls abandoned x 100.

Answer: C

QUESTION NO: 14

What are two benefits of having service continuity sites? (Choose 2)

- A. The risk of the business failing is reduced/ removed.
- B. Service levels can be maintained.
- C. Personnel are transported in and out as required.
- D. They are located close to the company headquarters.
- E. Staff requirements are taken into account.

Answer: A,B

QUESTION NO: 15

If a customer starts insisting on always speaking to the same analyst when the team procedures state that the analyst who receives a call takes ownership, what is the most effective action to take to prevent this happening in the future? (Choose 1)

- A. Tell the customer you will discuss their problem with the analyst they requested later on in the day.
- B. Tell the customer the analyst is busy on a project, but they can hold on if they like.
- C. Assure the customer that you are competent and can handle their call just as well as your colleague.
- D. Advise the customer that speaking to you instead will provide a faster service than if they waited.

Answer: D

QUESTION NO: 16

When communicating with a customer, it is best to avoid _____. (Choose two)

- A. Use of slang.
- B. Apologies.
- C. Empathising.
- D. Technical terms.

Answer: A,D

QUESTION NO: 17

Which is the best example of a problem statement? (Choose 1)

- A. The application is not meeting customer expectations. They are writing to the IT manager to complain.
- B. During product installation the following DLL modules were not found: AWFYAB32.DLL, CRPT32.DLL,OLE32.DLL.
- C. An application failed with a 999 error message and blue screen. The database appears to be corrupted and there is no backup.
- D. A customer attempted to print from the reporting module and had a printer error. The customer is not very knowledgeable about the application.

Answer: B