



QQ0-100

(Help Desk Analyst (HDA))

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Question: 1

An analyst has conveyed incorrect information to a customer. Which action demonstrates personal accountability?

- A - The analyst has another analyst call the customer
- B - The analyst closes the call and moves to the next call
- C - The analyst calls the customer back to correct the information
- D - The analyst calls the customer back and blames the incorrect information on bad documentation

Answer: C

Question: 2

For which two reasons do help desk's log all calls? (Choose two.)

- A - Allows ticket monitoring
- B - Measure frequency of calls
- C - Prove the help desk is right
- D - Provide an audit trail of activities

Answer: B, D

Question: 3

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

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

Answer: B, C, D

Question: 4

Why are customer satisfaction surveys important?

- A - They reveal what abandon rate is acceptable
- B - They reveal how the help desk is perceived by the customer
- C - They determine the percentage of first call resolution (FCR)
- D - They determine what level of support the customer is receiving

Answer: B

Question: 5

A customer calls with a problem. You are trying to troubleshoot the problem by asking some simple questions. Which three questions should you ask to solve the problem? (Choose three.)

- A - Ask the customer if they have tried any other applications
- B - Ask the customer if they have tried turning the power off and on again
- C - Ask the customer if they have tried unplugging the power cord
- D - Guide the customer through the troubleshooting steps

g process by asking using a computer. n to solve the

other applications ng sure the power is

Answer: A, C, D

Question: 6

What is the primary purpose of a ticketing system?

- A - To track problem resolution
- B - To provide quick access to technical information
- C - To provide technical support
- D - To provide a record of customer interactions

Answer: B

Question: 7

A customer calls you with a problem. You cannot get the problem resolved. The customer keeps talking and the presentation ready. What should you do to have the customer's attention? (Choose two.)

- B - Ask the customer if they have tried any other applications
- C - Regulate the customer's attention
- D - Raise your voice

ation in an hour and oblem, but the ave the omer's attention?

Answer: A, C

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