

QUESTIONS & ANSWERS

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Answer: A, B, C

Question: 111

Which two facts about customer satisfaction are true? (Choose two.)

- A - More customers are lost to poor service than poor product
- B - It is more costly to retain a customer than acquire a new one
- C - More customer contacts can be made over the phone than in person
- D - Customers form opinions about organisations based on contact with a small portion of that organisation

Answer: A, D

Question: 112

Which two are benefits of teamwork? (Choose two.)

- A - More buy-in
- B - Higher motivation
- C - Reduced flexibility
- D - Increased sympathy

Answer: A, B

Question: 113

What is paraphrasing?

- A - Telling the customer what they meant to say
- B - Repeating what the customer says in their words
- C - Using lots of long words when speaking to a customer
- D - Repeating what the customer says using your own words

Answer: D

Question: 114

Which two are characteristics of unsuccessful teams? (Choose two.)

- A - Independence
- B - Lack objectives
- C - Lack of ownership
- D - Good team morale

Answer: B, C

Question: 115

A customer calls you in a frantic state. The customer has a big presentation in an hour and cannot get the presentation to print. You ask questions about the problem but the customer keeps talking about what will happen to her if she does not have the presentation ready. Which two actions should you take to get the customer's attention? (Choose two.)

- A - Empathise with the customer
- B - Tell the customer to "snap out of it"
- C - Regularly use the customer's first name
- D - Raise your voice when asking questions

Answer: A, C

Question: 116

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 questions that are asked
- D - To keep the customer performing at the highest level possible

Answer: D

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