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**Answer:** A, D

**QUESTION:** 103

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.

**Answer:** C, D

**QUESTION:** 104

Which are two characteristics of active listeners? (Choose two)

- A. They acknowledge the customer.
- B. They restate/paraphrase to ensure understanding.
- C. They understand that evidence and reasoning are critical.
- D. They know the process for escalating a problem.

**Answer:** A, B

**QUESTION:** 105

What is the best description of multi-tasking? (Choose 1)

- A. Completing one job before starting the next one.
- B. Starting tasks and handing them to subordinates to complete.
- C. Delegating all responsibility along with all tasks.
- D. Being capable of handling a variety of problems at the same time.

**Answer:** D

**QUESTION:** 106

Which is a technique used in paraphrasing? (Choose 1)

- A. Using synonyms.
- B. Using parroting.
- C. Using the passive voice.
- D. Using complex sentence patterns.

**Answer:** A

**QUESTION:** 107

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.

**Answer:** A, B, C

**QUESTION:** 108

What is used to set customer expectations? (Choose 1)

- A. Root cause processes.
- B. Work flow procedures.
- C. Service level agreements.
- D. Standard operating procedures.

**Answer:** C

**QUESTION:** 109

A cross-functional team \_\_\_\_\_. (Choose 1)

- A. Utilises the resources of one team to cover for a shortage of resources in another team by picking up the additional workload.
- B. Exists when members of a project team allow scope creep to divert the efforts of the team.
- C. Utilises individuals from multiple groups to maintain an all-round view of a project.
- D. Exists when individuals from different groups lose sight of the specific objective because they are focusing on their own objectives.

**Answer:** C

**QUESTION:** 110

You think one of your help desk analysts is suffering from stress. Which two physical signs best indicate the analyst is experiencing stress? (Choose two)

- A. They have a pallid complexion.
- B. They have a new wardrobe of clothes.
- C. They often seem short of breath.
- D. They bite their fingernails.
- E. They seem tense and often have white knuckles.

**Answer:** C, E

**QUESTION:** 111

Which situation is typically addressed by a system administrator? (Choose 1)

- A. Network outages.
- B. Quality monitoring corruption.
- C. Poor database performance.
- D. Restoration of system backup files.

**Answer:** D

**QUESTION:** 112

A help desk analyst is on the phone with a customer and does not know the solution for the problem. What is the best technique for them to use to disengage from the call? (Choose 1)

- A. Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.
- B. Allow me to check this further, I will call you at 10:00 with an update.
- C. I have the information. I will get back to you as soon as possible.
- D. Let me research this, I will call you back as soon as I have a resolution.

**Answer:** B

**QUESTION:** 113

Which three facilitate success in any process change? (Choose three)

- A. New processes.
- B. Management direction.
- C. Employee acceptance.
- D. Clear objectives.
- E. New technology.

**Answer:** B, C, D

**QUESTION:** 114

A help desk analyst is on the phone with a customer and does not know the solution for the problem. What is the best technique for them to use to disengage from the call? (Choose 1)

- A. Allow me to check this further, I will call you at 10:00 with an update.
- B. I have the information. I will get back to you as soon as possible.
- C. Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.
- D. Let me research this, I will call you back as soon as I have a resolution.

**Answer:** A

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