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QUESTION NO: 1

What is the most likely benefit of incident monitoring in a Support Centre?

- A. Incident monitoring confirms the accuracy of change management.
- B. Incident monitoring identifies opportunities for improvement.
- C. Incident monitoring facilitates problem management.
- D. Incident monitoring authorises configuration management.

ANSWER: B

QUESTION NO: 2

What is the benefit of good teamwork to an organisation?

- A. Improved overall quality of service provided.
- B. Enhanced career opportunities across the organisation.
- C. Increased capability for technical support and delivery.
- D. Better employees with more skills.

ANSWER: A

QUESTION NO: 3

What is the most likely benefit of recording all incidents?

- A. Recording all incidents saves the Support Centre money.
- B. Recording all incidents establishes service levels.
- C. Recording all incidents enables the Support Centre to be proactive.
- D. Recording all incidents demonstrates the effectiveness of the Support Centre.

ANSWER: C

QUESTION NO: 4

Which statement best describes a problem?

- A. A problem is an incident with more than one solution.
- B. A problem is an incident that exceeds SLA requirements.
- C. A problem is an incident that occurs several times.
- D. A problem is an incident that requires multiple resources to resolve.

ANSWER: C

QUESTION NO: 5

What is a best practice to follow when writing an e-mail?

- A. Write long explanations of processes.
- B. Use abbreviations to speed up the writing process.
- C. Review the e-mail before you send it.
- D. Include emoticons to be friendly.

ANSWER: C

QUESTION NO: 6

What is the most important role of support centre services?

- A. Support centre services provides the customer with a department to blame.
- B. Support centre services serves as the customer single point of contact.
- C. Support centre services educates customers about application software.
- D. Support centre services provides technical solutions to all calls.

ANSWER: B

QUESTION NO: 7

What behaviour should be avoided when talking with a customer on the telephone?

- A. Asking the customer technical questions.
- B. Using terms of endearment.
- C. Addressing the customer by name.
- D. Telling the customer to hold.

ANSWER: B

QUESTION NO: 8

A customer calls with a problem you know they could solve using the Support Centre web site. What is a best practice for encouraging the customer to try self-help?

- A. Ask if they have tried the website and give them the answer.
- B. Respectfully talk them through the self-help process.
- C. Send them an e-mail with a link to the web site.
- D. Tell them that the answer is on the web site and give them the URL.

ANSWER: B

QUESTION NO: 9

What is a best practice for negotiating with a customer?

- A. Only provide a service that is included in the SL
- B. Look at the problem from the customer perspective.
- C. Transfer the customer to your supervisor if they disagree with you.
- D. Strictly follow the Support Centre policies.

ANSWER: B

QUESTION NO: 10

What is a best practice for acknowledging a customer feelings?

- A. Tell the customer that they have a serious incident.
- B. Include the customer in the resolution process.
- C. Agree with the customer comments about the Support Centre.
- D. Reprimand the customer for their tone of voice.

ANSWER: B