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HDI HD0-100

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QUESTION NO: 1

Who is responsible for maintaining a working environment conducive to effective interdepartmental relationships?

- A. Executive management
- B. Department managers
- C. Everyone
- D. Human resources

ANSWER: C

QUESTION NO: 2 - (DRAG DROP)

DRAG DROP

Click the Task button. Place the Problem Solving steps in order. For instructions on how to answer a Drag and Drop question, click the Help button.

Place the Problem Solving steps in order.

Order	Steps in Order	Steps
1	(place step one here)	Implement plan
2	(place step two here)	Document results
3	(place step three here)	Problem Identification
4	(place step four here)	Identify problem causes
5	(place step five here)	Observe and evaluate plan

ANSWER:

Place the Problem Solving steps in order.

Order	Steps in Order
1	Problem Identification
2	Identify problem causes
3	Implement plan
4	Observe and evaluate plan
5	Document results

Steps

- Implement plan
- Document results
- Problem Identification
- Identify problem causes
- Observe and evaluate plan

Explanation:

Place the Problem Solving steps in order.

Order	Steps in Order
1	Problem Identification
2	Identify problem causes
3	Implement plan
4	Observe and evaluate plan
5	Document results

Steps

- Implement plan
- Document results
- Problem Identification
- Identify problem causes
- Observe and evaluate plan

QUESTION NO: 3

What are three components of CTI? (Choose three.)

- A. ACD
- B. Integration server

- C. IVR
- D. NT domain server

ANSWER: A B C

QUESTION NO: 4

What is a key benefit of a positive work environment?

- A. Diversification of skill sets is minimised
- B. The need for recognition of individual effort is minimised
- C. Rapport among team members is increased
- D. Management involvement is separated from individual involvement

ANSWER: C

QUESTION NO: 5

What are three benefits of a change management process? (Choose three.)

- A. Pro-active communication
- B. Timely notification to affected parties
- C. Documentation of affected systems and processes
- D. Timely problem resolution

ANSWER: A B C

QUESTION NO: 6

What are peripheral devices?

- A. Devices that are connected to the computer, but are neither internal nor external to the processing unit
- B. Devices that are connected to the computer and become the processing unit
- C. Devices that are connected to the computer and are internal in relationship to the processing unit

C. Devices that are connected to the computer, but are external in relationship to the processing unit

ANSWER: C

QUESTION NO: 7

What should you do to assess a customer level of knowledge? What should you do to assess a customer? level of knowledge?

- A. Ask open questions
- B. Provide more detailed explanations
- C. Assume the customer has a basic level of knowledge
- D. Ask closed questions

ANSWER: A

QUESTION NO: 8

A customer calls with a critical problem for a product that is no longer supported by the help desk. What do you do? (Choose two.)

- A. Determine what the real need is
- B. Develop alternatives
- C. Inform the customer that the product is not supported
- D. Apologise for not being able to assist the customer

ANSWER: A B

QUESTION NO: 9

What are three important attributes of high-quality leaders? (Choose three.)

- A. They encourage interest and curiosity among subordinates
- B. They use authority and control to direct the subordinates
- C. They provide a channel through which problems can be aired

D. They stimulate creativity and innovation among subordinates

ANSWER: A C D

QUESTION NO: 10

Which statement best describes communication within a positive work environment?

- A. Peer-to-peer communication works best within the department
- B. Managers are responsible for initiating vertical communication
- C. Communication among all members of the organisation is maximised
- D. E-mail and automated communications mediums are used extensively

ANSWER: C