

100% Money Back Guarantee

Vendor: HDI

Exam Code: HD0-400

Exam Name: HDI Qualified Customer Support Specialist

Version: Demo

QUESTION 1 Which statement best describes a problem?

- A. A problem is a group of incidents that recur occasionally.
- B. A problem is a group of incidents with different symptoms.
- C. A problem is a significant incident with an unknown cause.
- D. A problem is a single incident with a known solution.

Answer: C

QUESTION 2 Which of the following is most likely to be a barrier to communication?

- A. The customer ability to use self-help systems.
- B. The customer previous experience with the Support Centre.
- C. The customer position in the business.
- D. The level of support provided by the Support Centre.

Answer: B

QUESTION 3 What is the most important reason for using customer satisfaction surveys?

- A. Customer satisfaction surveys allow customers to say what they really think without offending Support Centre staff.
- B. Customer satisfaction surveys help to determine if customer service expectations are being met.
- C. Customer satisfaction surveys provide an accurate set of management reports on SLA performance.
- D. Customer satisfaction surveys provide information that can be used to assess blame for problems.

Answer: B

QUESTION 4 .com 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 5 What is the most important reason why Support Centres monitor incidents?

- A. Incident monitoring is done by all good Support Centres.
- B. Incident monitoring is an ITIL best practice.
- C. Incident monitoring is the Support Centre primary function.
- D. Incident monitoring results in improved quality of services.

Answer: D

QUESTION 6 When is it most appropriate to escalate an incident to a manager?

- A. Escalate an incident if the customer begins to complain.
- B. Escalate an incident the customer is emotional.
- C. Escalate an incident if the customer requests to speak to a manager.
- D. Escalate an incident if the Support Centre is short of staff.

Answer: C

QUESTION 7 What is a best practice for negotiating with .com?

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

Answer: A

QUESTION 8 Which is a best practice for dealing with stress?

- A. Drink more water.
- B. Ignore the stress.
- C. Take short naps when you can.
- D. Talk to someone about your concerns.

Answer: D

QUESTION 9 Which statement best describes a team?

- A. A team is a forum for creativity and self expression.
- B. A team is a group of people working to accomplish the same goals.
- C. A team is a group of strong personalities.

D. A team is an open, honest environment.

Answer: B

QUESTION 10 Your help desk/support centre wishes to become a model for best practice, what is one of the main sources of excellent information and advice to help achieve this?

- A. A web master magazine.
- B. Senior management meetings.
- C. Knowledge Centred Support.
- D. The marketing department.

Answer: C

QUESTION 11 What behaviour should be avoided when talking with .com on the telephone?

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

Answer: D

QUESTION 12 Which statement best describes your role in the incident management process?

- A. Conduct customer satisfaction surveys for each incident.
- B. Escalate all incidents to other groups.
- C. Log and document all incidents.
- D. Resolve each incident to the customer satisfaction.

Answer: C

QUESTION 13 What is a best practice for dealing with an abusive customer?

- A. Ignore the customer language.
- B. Maintain your professionalism.
- C. Show empathy and sympathy.
- D. Use your active listening skills.

Answer: B

QUESTION 14 What is the best description of your role in supporting customers?

- A. Ensure that the customer complies with the SLA.
- B. Manage the customer expectations.

- C. Pass all customer inquiries to level 2 support.
- D. Resolve all customer incidents without escalation.

Answer: B

QUESTION 15 Which statement best describes the concept of teamwork?

- A. Teamwork involves competing with others to prove you are the best.
- B. Teamwork involves having all team members participate.
- C. Teamwork involves keeping ideas to yourself in case they do not work.
- D. Teamwork involves working separately to achieve personal goals.

Answer: B

QUESTION 16 What is the best reason for using paraphrasing?

- A. Using paraphrasing gives the customer a chance to tell you if you have understood them.
- B. Using paraphrasing increases the customer knowledge of technical terminology.
- C. Use paraphrasing to repeat the customer words back to them.
- D. Use paraphrasing to tell the customer what they should have done.

Answer: A

QUESTION 17 What is a best practice for call management?

- A. Listen to the customer description of the incident.
- B. Provide the customer with details of the SLA.
- C. Ask the customer for a written communication.
- D. Use the CRM system to guide the call.

Answer: A

QUESTION 18 What is the most important reason for maintaining legal compliance in the Support Centre?

- A. Maintaining legal compliance prevents employees from downloading music.
- B. Maintaining legal compliance prevents unauthorised internet usage.
- C. Maintaining legal compliance protects identity information.
- D. Maintaining legal compliance protects your personal rights.

Answer: C

QUESTION 19 How can active listening help you?

- A. Active listening helps to build a wider knowledge base for the organisation.
- B. Active listening improves overall performance against SLAs.
- C. Active listening increases the customer level of satisfaction.
- D. Active listening reduces the need for you to talk all day.

Answer: C

QUESTION 20 What is a best practice for effective cross-cultural communication?

- A. Ask open questions.
- B. Increase the pace of the call.
- C. Repeat everything that the customer says.
- D. Use proper language expressions.

Answer: D

QUESTION 21 What is a best practice for building positive working relationships with other groups in the Support Centre?

- A. Share gossip about other teams.
- B. Share your knowledge.
- C. Treat others in the same way they treat you.
- D. Treat others nicely if they can help you.

Answer: B

QUESTION 22 Which action best illustrates a positive service attitude?

- A. Answer every call on the first ring.
- B. Call customers back to ensure satisfaction.
- C. Focus your attention on the customer.
- D. Humour customers when they need to vent.

Answer: C

QUESTION 23 What is the major difference between problem management and incident management?

- A. Incident management and problem management are the same.
- B. Incident management aims to get people back to work quickly and problem management tries to stop incidents from recurring.
- C. Incident management aims to prevent problems from occurring in the first place, and problem management solves problems.
- D. Incident management is used first, and problem management is used if incident management does not work.

Answer: B

QUESTION 24 Which is one of the elements of call differentiating?

- A. The customer is always right and should always get their own way.
- B. The customer technical needs must be addressed first and foremost to ensure satisfaction.
- C. Unresolved psychological issues have a negative effect on problem solving.
- D. Your customer may be king, but you are the technical wizard.

Answer: C

QUESTION 25 What is a best practice for keeping the customer attention focused on the resolution?

- A. Ask the customer to call back later.
- B. Offer to send the customer an e-mail with the steps.
- C. Suggest that the customer writes down the steps.
- D. Tell the customer to concentrate.

Answer: C

QUESTION 26 Which process is concerned with the analysis of incidents in order to identify the root cause and to eliminate the problem?

- A. Call management.
- B. Incident management.
- C. Knowledge management.
- D. Problem management.

Answer: D

QUESTION 27 What is the best description of process management?

- A. Process management is accomplishing tasks that we can test, report, and improve upon.
- B. Process management is a formal concept that we work with.
- C. Process management is a set of rules that can never be bent or broken.
- D. Process management is red tape that prevents creativity.

Answer: A

QUESTION 28 What is the best reason for using a standard greeting when answering telephone calls?

- A. Using a standard greeting complies with Support Centre standards.
- B. Using a standard greeting ensures consistent service.
- C. Using a standard greeting makes the customer feel humble.
- D. Using a standard greeting prevents individuals developing their own greetings.

Answer: B

QUESTION 29 Which is a characteristic of a successful team?

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