

# QUESTIONS & ANSWERS

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**HDI**

# QQ0-400

*HDI Qualified Customer Support Specialist*

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**Answer:** A

**QUESTION:** 102

What is a common metric used to measure Support Centre performance?

- A. Abandon before answer (ABA)
- B. Average time to respond (ATR)
- C. Incident quality score (IQS)
- D. Total faxes received (TFR)

**Answer:** A

**QUESTION:** 103

What is the best reason for reporting all security compromises?

- A. Reporting security compromises aids in apprehending and prosecuting offenders.
- B. Reporting security compromises demonstrates that the security policy is working.
- C. Reporting security compromises facilitates the monitoring of security policies.
- D. Reporting security compromises helps prevent similar breaches in the future.

**Answer:** D

**QUESTION:** 104

What is a best practice to use when assisting an emotional caller?

- A. Allow the customer to cry until they get it out of their system.
- B. Ask the customer to pull themselves together.
- C. Let the customer know you understand how they feel.
- D. Tell the customer a story about a similar bad experience.

**Answer:** C

**QUESTION:** 105

How is confidence demonstrated over the phone?

- A. Confidence is demonstrated over the phone by using the passive voice.
- B. Confidence is demonstrated over the phone by taking ownership of incidents.
- C. Confidence is demonstrated over the phone by using a standard greeting.
- D. Confidence is demonstrated over the phone by isolating problems.

**Answer:** B

**QUESTION:** 106

What is the best action to take when sharing a workspace?

- A. Clean the workspace at the end of each shift.
- B. Decorate the workspace according to your tastes.
- C. Partner with someone who has similar work habits.
- D. Ensure the calendar is displaying the correct date.

**Answer:** A

**QUESTION:** 107

What is the most important reason for logging all incidents?

- A. Logging all incidents allows you to fill all the fields in the incident management system.
- B. Logging all incidents creates a personal database.
- C. Logging all incidents creates an audit trail.
- D. Logging all incidents helps you prove that you were right.

**Answer:** C

**QUESTION:** 108

What is the best description of an incident?

- A. An incident is any call from a customer.
- B. An incident is a call routed by the ACD.
- C. An incident is a management statistic.
- D. An incident is an event that causes an interruption to normal service.

**Answer:** D

**QUESTION:** 109

When one of your customers has attempted to resolve their own problem, what is a best practice for encouraging and praising their efforts?

- A. Ask them questions about what they have done.
- B. Chuckle quietly to yourself.
- C. Share the story with your colleagues.
- D. Tell them it was a good effort, but that they are wrong.

**Answer:** A

**QUESTION:** 110

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:** 111

What should you do if you are helping a customer who has difficulties in communicating because of language differences?

- A. Let the team know about this problem call.
- B. Ask the customer to write their question down.
- C. Tell the customer to call back later.
- D. Transfer the call to a supervisor.

**Answer:** B

**QUESTION:** 112

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

- A. Using a standard greeting follows documented procedures.
- B. Using a standard greeting is part of an incident management process.
- C. Using a standard greeting saves time.
- D. Using a standard greeting sets the expectation for the call.

**Answer:** D

**QUESTION:** 113

What is a best practice for negotiating with a customer?

- 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:** 114

Which statement best characterises an assertive person?

- A. An assertive person respects authority.
- B. An assertive person respects operating procedures.
- C. An assertive person respects status.
- D. An assertive person respects the rights of others.

**Answer:** D

**QUESTION: 115**

Which statement best describes a problem?

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

**Answer: B**

**QUESTION: 116**

Which statement best describes the concept of providing consistent service?

- A. Priorities are assigned based on the customer abilities.
- B. Priorities are assigned based on the customer wishes.
- C. Priorities are assigned based on the service level agreement.
- D. Priorities are assigned based on the Support Centre call volume.

**Answer: C**

**QUESTION: 117**

What is a best practice to follow when leaving a voice message?

- A. Give the customer your opinion of the second level support team.
- B. Leave an amusing sound bite to make the customer laugh.
- C. Provide the customer with an incident or call reference number.
- D. Provide the address for the Support Centre Web site.

**Answer: C**

**QUESTION: 118**

What behaviour should be avoided when talking with a customer 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: 119**

What is a best practice to use to disengage from a customer?

- A. Tell the customer the office is closing and you will call them tomorrow.

- B. Tell the customer your queue is backing up.
- C. Transfer the call to your supervisor.
- D. Use closed questions.

**Answer:** D

**QUESTION:** 120

What is a best practice for acknowledging a customer feelings?

- A. Apologise to the customer for any inconvenience.
- B. Ask the customer to call back the next morning to verify that the problem is resolved.
- C. Inform the customer that the call will be prioritised.
- D. Tell the customer that calls are delayed because new people are being trained.

**Answer:** A

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