
HDI SCA Study guide | Questions with 100% Correct Solutions

Customer calls for service and support center and says that another support center analyst promise that a technician would be dispatched to make a desk side visit within 30 minutes however, it has been over an hour and no one has been there yet. You research the incident and find that it was not escalated. What course of action should you take? - ANSWER Take ownership of the customers incident by dispatching a desk side technician

What is the final activity in the incident management process - ANSWER Close the incident record

What is a principle of active listening - ANSWER Identifying ideas and images from the speakers details

What is the responsibility of a support center analyst in knowledge management? - ANSWER Add knowledge when an incident is resolved where knowledge did not exist

What kind of support analyst do to promote teamwork - ANSWER Show respect for the other team members abilities

Which method of support to customers usually perceived as having the highest value? - ANSWER Telephone support

Hdi Study Guide

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