



PrepMyCareer.com

We help you in every aspect of your job search and career planning.

Top 21 Help Desk Executive Interview Questions

- 1)What are the various elements of a typical software user manual?
- 2)What is your understanding of hardware accelerated g. P. U scheduling?
- 3)We are an established business organization and usually assign several tasks to our employees. All these tasks have a fixed deadline that need to be achieved. How will you ensure a timely delivery?
- 4)What are your strengths and weaknesses as a technical help desk support executive?
- 5)What is your understanding of the basic biology? Explain some common eye ailments.
- 6)Assume that a patient is requesting for a cashless facility whereas his claim policy specifically mentions that he is only eligible for a 90% reimbursement and 10% co-pay. How would you handle this situation?
- 7)We all are motivated by several factors that prompt us to work hard at our workplace. What are your motivational factors?
- 8)Extending resolutions, handling discontented customers and maintaining high levels of patience are some tough tasks to be performed by a help desk specialist. When done for a longer period of time, it can lead to workplace stress. How do you manage this situation?



PrepMyCareer.com

We help you in every aspect of your job search and career planning.

- 9) Share the most commonly used software in the customer management process in the aviation sector.
- 10) Assume a situation in which a customer is demanding for a 100% refund against his cancelled ticket, when the cancellation rules of the company provide for a 70% refund. He is very dissatisfied and aggressive. How will you handle him?
- 11) We know employees charge for their services. Can you tell about your salary expectations?
- 12) The role of a help desk executive is quite challenging. You will certainly be working in real time and giving instant solutions. This sometimes lead to extension of incorrect or inappropriate resolutions. How do you handle your workplace failure?
- 13) What is your understanding of the term “escalation” in customer service?
- 14) It is common for humans to dream and envision their future. What is your dream job?
- 15) What do you mean by outsourcing? What benefits do the companies get by doing so?
- 16) Team work gives us several benefits and even enhances productivity. What is your ethical team culture?
- 17) What are the different accounting concepts on the basis of which financial statements are prepared? State any three.
- 18) Assume a situation in which a client of ours is dissatisfied with our services and is clamouring over the telephone. How would you handle this situation?



PrepMyCareer.com

We help you in every aspect of your job search and career planning.

19) What is the accounting principle of materiality? Does it defeat the purpose of true and fair presentation of accounts?

20) What is another comprehensive income account? Where is it disclosed in the books of accounts?

21) We are in operation for past three decades and have endured almost every recession and crisis. This largely happened due to our talented and hardworking employees, who always supported us. What makes you special to work with us?

Source and more details: <https://prepmycareer.Com/help-desk-executive-interview-questions/>



PrepMyCareer.com

We help you in every aspect of your job search and career planning.