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Help Desk Manager

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QUESTION 1

When marketing a support center, what should be clearly communicated to stakeholders?

A. RETURN ON INVESTMENT

B. STAFFING REQUIREMENTS

C. IMPLEMENTATION TIMELINES

D. INFRASTRUCTURE REQUIREMENTS

Correct Answer: A

QUESTION 2

Many different reports are analyzed by Help Desk managers. Which report allows managers to determine the "best practice" that their Help Desk should use, compared to the "current practice" they are using?

A. stat reviews

B. gap analysis

C. analyst reviews

D. regional trend analysis

Correct Answer: B

QUESTION 3

Which two commonly used technologies provide near real-time feedback on organizational performance? (Choose two)

A. web

B. e-mail

C. telephone

D. Call Management Systems

E. Broadcast messaging devices

Correct Answer: DE

QUESTION 4

Which three metric calculations impact customer satisfaction? (Choose three)

A. Average Talk Time

B. Abandonment Rate

C. First Call Resolution Rate

D. Average Speed of Answer

E. AverageAfter Call Work Time

Correct Answer: BCD

QUESTION 5

Which three methods clarify understanding of organizational missions, strategies, weakness, and capabilities? (Choose three)

A. focus groups

B. round-table meeting with employees

C. consistent and right-impact feedback to team members

D. interviews with key stakeholders, customers, and leaders

Correct Answer: ABD

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