

HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

Which action is most likely to help you develop clear strategies to help you run your support center?

- A. Attend executive seminars.
- B. Deliver presentations to senior management.
- C. Encourage your staff to participate in interdepartmental projects.
- D. Network with people in other organizations.

Correct Answer: D

QUESTION 2

Which two techniques are effective in preventing or eliminating customer conflict? (Choose two)

- A. matching voice modulation with the customer
- B. instructing the customer in problem resolution
- C. maintaining normal voice modulation with the customer
- D. empathizing with the customer during problem resolution

Correct Answer: CD

QUESTION 3

Which three statements about effective inter-departmental relationships are true? (Choose three)

- A. Management responsibilities are shared.
- B. Other departments are supported even when they make a mistake
- C. You treat people in your organization as if they were your customer
- D. Information is shared among departments within your organization

Correct Answer: BCD

QUESTION 4

Call volume increases whenever a new release of software is deployed, causing an increase in the Abandonment Rate. You have decided to increase staff for the new release scheduled to rollout in there months. What helped you make your decision? (Choose two)

- A. trend analysis

- B. disaster recovery
- C. quality assurance
- D. change management
- E. workforce scheduling

Correct Answer: AE

QUESTION 5

What must be included in an IT change management process?

- A. Any cross-cultural communication issues must be addressed.
- B. The possible risks of the proposed change must be assessed.
- C. The service level agreement must be modified to include the change.
- D. The support center must commit to the change even if it fails.

Correct Answer: B

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