

HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

An analyst comes to you with several ideas on how to solve your slow network-connection protection problem. Your network support team is responsible for solving this problem and is presently working on it. You decide to let the analyst fix the problem. Which three leadership practices did you use? (Choose three)

- A. encourage participation
- B. encourage others to be creative
- C. encourage others to take initiative
- D. encourage positive perspective within teams

Correct Answer: ABC

QUESTION 2

To provide better service, a customer gives your Help Desk remote access privileges to their system. What are these privileges known as?

- A. moral
- B. integral
- C. substantial
- D. confidential

Correct Answer: D

QUESTION 3

What is the most likely benefit of implementing a knowledge management system in a support center?

- A. Implementing a knowledge management system allows the support center to cut back on its hours of operation.
- B. Implementing a knowledge management system keeps ownership of knowledge in the support center.
- C. Implementing a knowledge management system promotes competition among support teams.
- D. Implementing a knowledge management system reduces the time needed to train new employees.

Correct Answer: D

QUESTION 4

Customer satisfaction surveys provide feedback on (Choose two)

- A. corporate directives
- B. your Help Desk's performance
- C. how well you are fulfilling your mission
- D. how to create levels of service that are negotiated and standardized

Correct Answer: BC

QUESTION 5

Who is primary responsible for creating a positive work environment?

- A. everyone
- B. managers
- C. executive
- D. Human Resources

Correct Answer: A

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