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HDI quilified help desk manager(hdm)

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QUESTION 1

What are two benefits of external outsourcing? (Choose two.)

- A. It allows management to focus on the quality of the service provided rather than on the processes for delivering the service.
- B. It improves teamwork.
- C. It frees up space and equipment for internal growth.
- D. It allows rapid improvement in support quality without impacting the customers being supported.

Correct Answer: AC

QUESTION 2

How can you motivate others to seek guidance?

- A. evaluate performance of team members and provide support to facilitate optimum performance
- B. provide incentives that are challenging yet attainable
- C. emphasize changing behaviors rather than people
- D. use personal visits as an opportunity for employee feedback, support, and mentoring

Correct Answer: D

QUESTION 3

What should the Help Desk consider when working with different customers?

- A. Customers who work for the same company have similar expectations.
- B. All customers consider their problem to be an emergency.
- C. All customers are unique individuals with their own perceptions.
- D. All customers have similar expectations regarding quality service.

Correct Answer: C

QUESTION 4

When the morale of the team is low, which two points of personal leverage can you use to help motivate your staff? (Choose two.)

- A. produce individual and team performance reports

- B. demonstrate your commitment to the organization
- C. seek feedback from the analysts on job difficulties
- D. take the time to recruit and hire new employees

Correct Answer: BC

QUESTION 5

A project is planned to rollout that will add new software to the network. Call volume is not expected to change as few people will have access to the new software. What requirements should you consider?

- A. scheduling requirements
- B. application requirements
- C. historical requirements
- D. staffing requirements

Correct Answer: B

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