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HDI qualified help desk manager(hdm)

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QUESTION 1

Your support organization has 20 frontline analysts. The Call Management System produces performance reports that show the amount of time each analyst is on the phone, performing wrap-up work, and not available. Reports also show the number of calls taken and the average talk-time per agent. Based on these reports, what should the manager do to improve the support organization's performance?

- A. publish trend reports for the group as a whole
- B. recognize and reward the individual who has the least "not available" time
- C. recognize and reward the individual who handles the most calls
- D. publish a list of agents ranked by who has the most talk time

Correct Answer: A

QUESTION 2

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

QUESTION 3

What are two enabling factors of the HDI Certified Support Center model? (Choose two.)

- A. leadership
- B. satisfaction
- C. resources
- D. results

Correct Answer: AC

QUESTION 4

If individual performance problems continue for an extended time, the Help Desk manager may need to resort to

positive discipline. Positive discipline places responsibility for appropriate performance on the_____

- A. employee
- B. employee\\'s colleagues
- C. Human Resources Director
- D. manager

Correct Answer: A

QUESTION 5

What are three common problems when supporting global customers? (Choose three.)

- A. Service expectations vary from country to country.
- B. Global network downtime occurs frequently.
- C. Problems are not communicated clearly.
- D. Different technologies are found in different countries.

Correct Answer: ACD

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