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HDI qualified help desk manager(hdm)

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QUESTION 1

Which two items should you consider before making Help Desk operational decisions? (Choose two.)

- A. employee opinion
- B. personal preference
- C. cost versus benefit
- D. implications to other business units

Correct Answer: CD

QUESTION 2

Which three technologies enable Help Desks to achieve their performance goals? (Choose three.)

- A. Interactive Voice Response
- B. Automatic Call Distributor
- C. Extra-diem Reporting Application
- D. Intra-monthly Monitoring System
- E. Customer Relationship Management

Correct Answer: ABE

QUESTION 3

What destroys the reputation of the Help Desk and ruins the integrity of the company?

- A. poor business plans
- B. poor confidentiality
- C. poor flexibility
- D. poor problem resolution

Correct Answer: B

QUESTION 4

What are two benefits of protecting and enhancing the image of the Help Desk? (Choose two.)

- A. reduced resolution rates

- B. timely call avoidance
- C. improved employee morale
- D. potential business growth

Correct Answer: CD

QUESTION 5

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

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

Correct Answer: AC

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