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Help Desk Manager

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QUESTION 1

Which three statements describe how to use recognition and rewards to retain people with optional skills and good personal traits? (Choose three)

A. publicly post individual performance rankings

B. link rewards to specific behaviors in a timely fashion

C. reward actions that support the team\'s vision and business goals

D. highlight both individual and team contributions at staff or team meetings.

Correct Answer: BCD

QUESTION 2

What should analysts do to ensure that a shared work environment is effective?

A. use discretion and courtesy

B. play music to reduce stress levels

C. make the environment as comfortable as possible with pictures and colors

D. allow employees to adjust their workstations to meet their personal needs

Correct Answer: A

QUESTION 3

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

A. Automatic Call Distributor

B. Interactive Voice Response

C. Intra-monthly Monitoring System

D. Extra-diem Reporting Application

E. Customer Relationship Management

Correct Answer: ABE

QUESTION 4

What best describes the support center\'s responsibility in the release management process?

A. The support center is responsible for ensuring that each release is tested and conducted according to the release policy.

B. The support center is responsible for installing new hardware and software for its customers.

C. The support center is responsible for making sure that customers always have the newest equipment and software.

D. The support center is responsible for technically evaluating all new releases.

Correct Answer: A

QUESTION 5

Which two service parameters are normally addressed in a Service Level Agreement? (Choose two)

A. call flows

B. training material

C. products supported

D. days and hours of service

Correct Answer: CD

QUESTION 6

What is the best description of a hot continuity site?

A. A hot continuity site is a continuity facility that has been identified but does not have any equipment installed.

B. A hot continuity site is a facility that is immediately available to be used without disruption to the customer.

C. A hot continuity site is required in frigid climates if equipment is sensitive to cold.

D. A hot continuity site is a secondary location where a quick transfer can occur with minimal disruption to the customer.

Correct Answer: B

QUESTION 7

You are supporting someone from a different culture. How can you improve your communication? (Choose three)

A. speak slowly and loudly

B. pause to verify understanding

C. encourage the person to ask for clarification

D. use proper/standard language expressions (eliminate slang)

Correct Answer: BCD

QUESTION 8

What is an excellent form of feedback on the type of service and support you are providing to an organization?

A. analyst reviews

B. manager surveys

C. analyst complaints

D. customer surveys

E. manager complaints

F. customer complaints

Correct Answer: D

QUESTION 9

What should the Help Desk manager attend to in order to better understand the needs and feelings of others? (Choose two)

A. written documentation

B. verbal communications

C. non-verbal communications

D. past performance problems

Correct Answer: BC

QUESTION 10

Which two methods are ideal for determining the expectations of key stakeholders? (Choose two)

A. survey customers

B. survey focus groups

C. call other Help Desks

D. call service providers

Correct Answer: AB

QUESTION 11

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

QUESTION 12

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. publish a list of agents ranked by who has the most talk time.

C. Recognize and reward the individual who handles the most calls

D. Recognize and reward the individual who has theleast :not available" time

Correct Answer: A

QUESTION 13

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?

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D. Recognize and reward the individual who has the least "notavailable"time.

Correct Answer: A

QUESTION 14

Who is primary responsible for creating a positive work environment?

A. everyone

B. managers

C. executive

D. Human Resources

Correct Answer: A

QUESTION 15

What are three functions of an effective support organization in managing unresolved support issues? (Choose three)

A. recording unresolved issues

B. resolving customer issues

C. escalating unresolved issues

D. monitoring unresolved issues

E. communicating the status of issues

Correct Answer: CDE

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