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Help Desk Manager

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QUESTION 1

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

A. use discretion and courtesy

B. play music to reduce stress levels

C. makes 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 2

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 the least "notavailable"time.

Correct Answer: A

QUESTION 3

What is the most important element of a successful support center with regard to the customer?

A. Contacting the customer on time

B. Satisfying the customer

C. Surveying the customer

D. Tracking customer interactions

Correct Answer: B

QUESTION 4

What is the best reason for having security policies in a support center?

A. Security policies are required by IT management.

B. Security policies ensure that security is everyone\'s concern.

C. Security policies protect the company and its customers from unauthorized access.

D. Security policies safeguard the support center\'s staff from liability.

Correct Answer: C

QUESTION 5

Which three metric calculations impact customer satisfaction? (Choose three)

A. Average Talk Time

B. Abandonment Rate

C. First Call Resolution Rate

D. Average Speed of Answer

E. AverageAfter Call Work Time

Correct Answer: BCD

QUESTION 6

Analysts play a large part in ensuring that the Help Desk provides consistent service to customers. Which two regularly scheduled events ensure that your analysts provide consistent service? (Choose two)

A. analyst reviews

B. analyst training

C. analyst interviews

D. analyst focus groups

Correct Answer: AB

QUESTION 7

Which three traits should a Help Desk manager look for in Help Desk analyst candidates to assess their problem solving abilities? (Choose three)

A. experience

B. intelligence

C. formal education

D. specialization knowledge in a discipline

Correct Answer: ABD

QUESTION 8

Which three statements regarding the Help Desk and customer perceptions are true? (Choose three)

A. Mediocre service is generally acceptable if the customer likes you personally.

B. Mediocre service can cause a customer\\'s gradually to want to do business somewhere else.

C. A bad interaction can initiate a customer\\'s split-second decision to continue doing business with you.

D. A positive interaction can initiate a customer\\'s split-second decision to continue doing business with you.

Correct Answer: BCD

QUESTION 9

Service Level Agreements document the level of service provided as well as the level at which that service is provided by which two parties?

A. customer

B. stake holder

C. service provider

D. Help Desk manager

E. Service-level managers

Correct Answer: AC

QUESTION 10

What is a best practice for staying current on trends and technologies in the support industry?

A. Find articles that describe the support industry.

B. Schedule a meeting with your chief information officer to ask

C. Seek the advice of people who are knowledgeable about the industry.

D. Subscribe to leading support industry publications.

Correct Answer: D

QUESTION 11

What should be addressed in a support center\\'s marketing plan?

A. the support center\\'s budget requirements

B. the support center\\'s staffing requirements

C. the support center\\'s implementation timelines

D. the support center\\'s role in the corporate vision

Correct Answer: D

QUESTION 12

What is the best reason for taking risks to find a solution to a customer\\'s problem?

A. Taking risks is appropriate if the customer is aware that there is an element of risk in what you are suggesting.

B. Taking risks is appropriate if the customer is threatening to take the issue higher.

C. Taking risks is appropriate if the risk is directly connected to service delivery.

D. Taking risks is appropriate if the risk will not adversely affect the technical infrastructure.

Correct Answer: A

QUESTION 13

Which two benefits do managers receive for conducting customer satisfaction surveys and reporting the results? (Choose two)

A. Customers care how your Help Desk is doing

B. Help Desk performance can be measured against expectations

C. Customers are more likely to provide responses of futuresurvey\\'s

D. The feedback may indicate whether or not you are meeting your mission

Correct Answer: BD

QUESTION 14

How can the Help Desk best manage new services and achieve its primary goal of eliminating negative impact on your customers?

A. be prepared to add staff should a new service fail

B. be active in the implementation plan for new products

C. meet regularly with stakeholders to determine training gaps

D. meet regularly with focus groups and team members to evaluates past performances.

Correct Answer: B

QUESTION 15

Which two commonly used technologies provide near real-time feedback on organizational performance? (Choose two)

A. web

B. e-mail

C. telephone

D. Call Management Systems

E. Broadcast messaging devices

Correct Answer: DE

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