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QUESTION 1

Acme Brick Company is experiencing significant growth and making rapid changes to its technology. The increased number of support calls has impacted service levels. To solve the problem, management is considering outsourcing, insourcing, or contracting for staff. In which situation should management choose the "contracting for staff" option?

A. Management believes that call volumes will remain at the current levels for the next several years.

B. Management believes that dealing with support organization issues is distracting its attention and ability to deliver new business applications.

C. Management is uncertain as to the support headcounts that will be needed in the months ahead, but it is certain that increases are needed now.

D. Management believes that staffing loads have peaked and that things should slow down over the next two weeks.

Correct Answer: C

QUESTION 2

Your Help Desk is 24x7 and covers support for many areas throughout the country. An upcoming snow storm is expected to cause power outages. What helps you prepare for the upcoming days?

A. contingency plans

B. UPS usage reports

C. gap analysis reports

D. call answer plans

Correct Answer: A

QUESTION 3

What is deductive reasoning based on?

A. future trends prediction

B. a general consensus of opinion

C. logical steps and analysis

D. Internet research

Correct Answer: C

QUESTION 4

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

A. communicating the status of issues

B. escalating unresolved issues

C. resolving customer issues

D. monitoring unresolved issues

E. recording unresolved issues

Correct Answer: ABD

QUESTION 5

Monthly performance evaluations keep analysts informed of their performance. What are two other reasons a manager should use these evaluations? (Choose two.)

A. to determine the proper temperament

B. to determine the proper insourcing/outsourcing levels

C. to establish the required Service Level Agreements

D. to determine the required skills

Correct Answer: AD

QUESTION 6

Which concept refers to identifying required staffing based on projected volume?

A. resource planning

B. trend awareness

C. outsourcing

D. insourcing

Correct Answer: A

QUESTION 7

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

A. be active in the implementation plan for new products

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

C. meet regularly with stakeholders to determine training gaps

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

Correct Answer: A

QUESTION 8

Which three methods clarify understanding of organizational missions, strategies, strengths, weaknesses, and capabilities? (Choose three.)

A. consistent and high-impact feedback to team members

B. interviews with key stakeholders, customers, and leaders

C. focus groups

D. round-table meetings with employees

Correct Answer: BCD

QUESTION 9

What can a Help Desk manager do to encourage Help Desk analysts to keep current with industry developments? (Choose three.)

A. prevent open discussions of new technologies at work

B. promote information sharing and learning

C. put processes in place for encouraging creativity

D. put procedures in place for screening potential ideas

E. require a formal plan before consideration of new ideas

Correct Answer: BCD

QUESTION 10

What are two advantages of Computer Telephony Integration applications? (Choose two.)

A. It enables intelligent routing of calls.

B. The manual logging of call-related information can be used for invoicing purposes.

C. It reduces costs by increasing productivity.

D. It allows effective communication over the Internet.

Correct Answer: AC

QUESTION 11

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 12

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

A. reduced resolution rates

B. improved employee morale

C. potential business growth

D. timely call avoidance

Correct Answer: BC

QUESTION 13

Which three should be included in the professional development plans for your staff? (Choose three.)

A. an assessment of each member\\'s strengths and weaknesses in comparison to those that are required for the current position

B. a list of classes available in your corporate training center

C. an assessment of each member\\'s strengths and weaknesses in comparison to those that are required for the next job which the staff member is seeking

D. a list of training programs that the staff member should take in the months ahead

Correct Answer: ACD

QUESTION 14

What should the Help Desk manager do to be a good listener? (Choose three.)

A. be sensitive to the feelings of the speaker

B. re-interpret the message based on external input

C. carefully craft your responses to questions

D. make an effort to hear precisely what is being said

E. insert personal experiences into the conversation

F. note the speaker\\'s non-verbal cues

Correct Answer: ADF

QUESTION 15

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

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