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Q&A

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Exam : **QQ0-300**

Title : HDI qulilfied help desk manager(hdm)

Version : Demo

1. What are two roles of expert systems in Help Desk applications? (Choose two.)

A. to narrow down the type of problem and suggest resolutions

B. to provide Help Desk analysts with
Answers to every customer question

C. to provide a direct channel to vendors' marketing departments for new systems

D. to provide assistance to second-level analysts for more advanced troubleshooting
Answer: AD

2. 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 gradually to want to do business somewhere else.

C. A bad interaction can initiate a customer's split-second decision never to do business with you again.

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

3. Contract staffing is best described by which statement?

A. Contract employees typically work for a clearly defined time frame.

B. Contract employees need more initial training than full-time employees.

C. Contract employees perform work that is not normally done by a full-time employee.

D. Contract employees work independently and are not considered part of an organizational unit.
Answer: A

4. 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. call
Answer plans

B. contingency plans

C. UPS usage reports

D. gap analysis reports
Answer: B

5. A key component of being a qualified Help Desk manager is flexibility. In order to be a flexible Help Desk manager, you should demonstrate creative thinking, be prepared to provide
Answers on undocumented procedures, and _____.

A. be positive

B. be able to multitask

C. be willing to participate

D. use personal abilities and resources
Answer: B

6. 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)
Answer: BCD

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

A. focus groups

B. round-table meetings with employees

C. consistent and high-impact feedback to team members

D. interviews with key stakeholders, customers, and leaders
Answer: ABD

8. Which three statements about contract staffing are true? (Choose three.)

A. It enhances teamwork.

B. It allows the company to "try before they buy."

C. It provides the ability to manage periodic peaks in workloads.

D. It can reduce the time it takes for agents to be effective on the phone.
Answer: BCD

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

A. promote information sharing and learning

B. put processes in place for encouraging creativity

C. put procedures in place for screening potential ideas D. prevent open discussions of new technologies at work

E. require a formal plan before consideration of new ideas
Answer: ABC

10. Which two actions ensure consistent customer service? (Choose two.)

A. acknowledge the benefit of the customer's idea

B. ascertain that priority and severity levels are congruent

C. provide everyone on the Help Desk with similar training

D. ensure that customers are aware of Help Desk contributions
Answer: BC

11. Which analysis report helps a manager determine the need for additional organizational skill development?

A. job analysis

B. gap analysis

C. project analysis

D. analyst analysis
Answer: B

12. When marketing a support center, what should be clearly communicated to stakeholders?

A. return on investment

B. staffing requirements

C. implementation timelines

D. infrastructure requirements
Answer: A

13. Customer satisfaction surveys provide feedback on _____. (Choose two.)

A. corporate directives

B. your Help Desk's performance

C. how well you are fulfilling your mission

D. how to create levels of service that are negotiated and standardized
Answer: BC

14. Which three statements about effective inter-departmental relationships are true? (Choose three.)

A. Management responsibilities are shared.

B. Other departments are supported even when they make a mistake.

C. You treat people in your organization as if they were your customer.

D. Information is shared among departments within your organization.
Answer: BCD

15. Service Level Agreements document the level of service provided as well as the level at which that service is provided by which two parties? (Choose two.)

A. customer

B. stake holder

C. service provider

D. Help Desk manager

E. service-level managers
Answer: AC

16. Who is the most effective advocate for raising awareness of a support center in a business?

A. team leaders

B. first-line supervisors

C. senior management

D. middle management
Answer: C

17. Which two tools can the Help Desk most effectively use to provide key information to all customers and communicate the severity of a problem rapidly? (Choose two.)

A. e-mail

B. voice mail

C. white boards

D. instant messenger

E. overnight express mail
Answer: AB

18. 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 evaluate past performances
Answer: B

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

A. poor flexibility

B. poor confidentiality

C. poor business plans

D. poor problem resolution
Answer: B

20. Which management task ensures the highest levels of customer satisfaction?

A. performing reviews of customer survey responses

B. performing periodic reviews of satisfaction survey responses

C. evaluating customer responses against standards, and then making process changes

D. performing random telephone surveys with customers, and then recording the responses
Answer: C