



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

Call volume increases whenever a new release of software is deployed, causing an increase in the Abandonment Rate. You have decided to increase staff for the new release scheduled to rollout in there months. What helped you make your decision? (Choose two)

- A. trend analysis
- B. disaster recovery
- C. quality assurance
- D. change management
- E. workforce scheduling

Correct Answer: AE

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 theleast :not available" time

Correct Answer: A

QUESTION 3

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

- A. call answer plans
- B. contingency plans
- C. UPS usage reports
- D. Gap analysis reports

Correct Answer: B



QUESTION 4

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

- A. insourcing
- B. outsourcing
- C. trend awareness
- D. resource planning

Correct Answer: D

QUESTION 5

What is the best way to prepare your support center to take international calls?

- A. Ask management for budget money to train all of your analysts in the languages that will be required by the project.
- B. Find ways to hire analysts that speak all of the languages that will require support services.
- C. Interview each analyst to determine whether your analysts want to take international calls.
- D. Use industry best practices as a benchmark and study other groups that provide similar support services.

Correct Answer: D

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