



# HD0-300<sup>Q&As</sup>

Help Desk Manager

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#### QUESTION 1

How can you motivate others to seek guidance?

- A. emphasize changing behaviors rather than people
- B. provide incentives that are challenging yet attainable
- C. use personal visits as an opportunity for employee feedback, support, and mentoring
- D. Evaluate performance of team members and provide support to facilitate optimum performance

Correct Answer: C

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#### QUESTION 2

What is the best description of benchmarking in a support center?

- A. Benchmarking is a comparative study of the support center's performance against comparable organizations.
- B. Benchmarking is a marketing tool that increases the support center's visibility to its customers.
- C. Benchmarking is allowing your support staff to determine the method it will use to provide service.
- D. Benchmarking is determining whether the knowledge base is complete and filling in any gaps.

Correct Answer: A

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#### QUESTION 3

Which commonly used technology supports workflow management within a Call Management System?

- A. fax
- B. voice mail
- C. automated alerts
- D. broadcast messaging devices

Correct Answer: C

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#### QUESTION 4

Which statement about contract staffing is true?

- A. Contract employees can only be let go by their company.
- B. Contract employees receive more benefits than full-time employees



- C. Contract employees may hinder teamwork if they do not work closely with full-time employees
- D. Contract employees are allowed to work hours that are not specifically defined by their company.

Correct Answer: C

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#### QUESTION 5

Which statement best describes IT configuration management?

- A. IT configuration management controls the support center's hardware.
- B. IT configuration management is a comprehensive IT library.
- C. IT configuration management is lifecycle management for IT equipment.
- D. IT configuration management restricts the improper use of software.

Correct Answer: C

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