



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

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

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

QUESTION 3

What is the best description of a briefing?

- A. A briefing is a one-on-one meeting with an employee.
- B. A briefing is a short meeting used to communicate status updates.
- C. A briefing is a team meeting that is held regularly.
- D. A briefing is a written update to senior management.

Correct Answer: B

QUESTION 4

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

QUESTION 5

What should the Help Desk consider when working with different customers?

- A. All customers consider their problem to be an emergency
- B. All customers are unique individuals with their own perceptions
- C. All customers have similar expectations regarding quality service
- D. Customers who work for the same company have similar expectations

Correct Answer: B

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