



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

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

Correct Answer: B

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 most likely benefit of implementing an organizational change management process?

- A. A change management process eliminates the damage created by unnecessary changes.
- B. A change management process ensures that all changes will be successful.
- C. A change management process improves the productivity of customers.
- D. A change management process prevents unpopular changes from being made.

Correct Answer: C

QUESTION 4

Service Level Agreements document the level of service provided as well as the level at which that service is provided by which two parties?

- A. customer



- B. stake holder
- C. service provider
- D. Help Desk manager
- E. Service-level managers

Correct Answer: AC

QUESTION 5

What is the most important part of creating and delivering presentations?

- A. Direct the presentation to the most important attendees.
- B. Focus on the content and the message of the presentation.
- C. Include microscopic details in your presentation materials.
- D. Use cutting edge and visually impressive presentation media.

Correct Answer: B

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