



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

What are two advantages of Computer Telephony integration applications? (Choose two)

- A. It enables intelligent routing of calls.
- B. It reduces costs by increasing productivity.
- C. It allows effective communication over the internet.
- D. The manual logging of call-related information can be used for invoicing purposes.

Correct Answer: AB

QUESTION 2

What best describes the support center's responsibility in the release management process?

- A. The support center is responsible for ensuring that each release is tested and conducted according to the release policy.
- B. The support center is responsible for installing new hardware and software for its customers.
- C. The support center is responsible for making sure that customers always have the newest equipment and software.
- D. The support center is responsible for technically evaluating all new releases.

Correct Answer: A

QUESTION 3

What is an excellent form of feedback on the type of service and support you are providing to an organization?

- A. analyst reviews
- B. manager surveys
- C. analyst complaints
- D. customer surveys
- E. manager complaints
- F. customer complaints

Correct Answer: D

QUESTION 4



Which three actions can you take to reduce the risk of customer conflict? (Choose three)

- A. be respectful
- B. do not interrupt
- C. let the customer vent
- D. change your rate of speech
- E. change the tone in your voice

Correct Answer: ABC

QUESTION 5

Which three metric calculations impact customer satisfaction? (Choose three)

- A. Average Talk Time
- B. Abandonment Rate
- C. First Call Resolution Rate
- D. Averaged Speed of Answer
- E. AverageAfter Call Work Time

Correct Answer: BCD

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