



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

Who is the most effective advocate for raising awareness of a support center in a business?

- A. team leaders
- B. first-line supervisors
- C. senior management
- D. middle management

Correct Answer: C

QUESTION 2

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 3

Which three statements about effective inter-departmental relationships are true? (Choose three)

- A. Management responsibilities are shared.
- B. Other departments are supported even when they make a mistake
- C. You treat people in your organization as if they were your customer
- D. Information is shared among departments within your organization

Correct Answer: BCD

QUESTION 4

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 the least "notavailable" time.

Correct Answer: A

QUESTION 5

What is a best practice for reducing costs in the support center?

- A. Avoid measuring performances to save time.
- B. Dismiss poor performers from their positions.
- C. Reduce the number of calls that the support center takes.
- D. Run the support center like a business.

Correct Answer: D

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