



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

Help Desk Manager

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#### QUESTION 1

What is the best way to prepare your support center to take international calls?

- A. Ask management for budget money to train all of your analysts in the languages that will be required by the project.
- B. Find ways to hire analysts that speak all of the languages that will require support services.
- C. Interview each analyst to determine whether your analysts want to take international calls.
- D. Use industry best practices as a benchmark and study other groups that provide similar support services.

Correct Answer: D

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#### QUESTION 2

What is a key principle of negotiation with customers?

- A. Determine the customer's underlying need and seek a mutually beneficial solution.
- B. Focus on the individual rather than on the resolution.
- C. Seek a solution that aligns with support center policies and processes.
- D. Stick to the facts and ignore the customer's emotions.

Correct Answer: A

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#### QUESTION 3

What is the most common disadvantage of IT configuration management programs?

- A. IT configuration management programs are labor intensive.
- B. IT configuration management programs are prohibitively expensive.
- C. IT configuration management programs do not meet customers' needs.
- D. IT configuration management programs have a low return on investment (ROI).

Correct Answer: A

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#### QUESTION 4

Which four factors are important when dealing with an individual's performance problem? (Choose four)

- A. timeliness
- B. personality



- C. consequences
- D. specific details
- E. performance responsibility

Correct Answer: ACDE

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#### QUESTION 5

Which three technologies enable Help Desks to achieve their performance goals? (Choose three)

- A. Automatic Call Distributor
- B. Interactive Voice Response
- C. Intra-monthly Monitoring System
- D. Extra-diem Reporting Application
- E. Customer Relationship Management

Correct Answer: ABE

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