



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

Help Desk Manager

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#### QUESTION 1

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

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#### QUESTION 2

Which commonly used technology supports workflow management within a Call Management System?

- A. fax
- B. voice mail
- C. automated alerts
- D. broadcast messaging devices

Correct Answer: C

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#### QUESTION 3

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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#### QUESTION 4

Which action is most likely to help you develop clear strategies to help you run your support center?

- A. Attend executive seminars.



- B. Deliver presentations to senior management.
- C. Encourage your staff to participate in interdepartmental projects.
- D. Network with people in other organizations.

Correct Answer: D

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#### QUESTION 5

What are two ways to understand and value cultural difference ? (Choose two)

- A. take a course in cross-cultural studies
- B. take a course in business administration
- C. study the business practices in relation to the mission statement
- D. study the business practices of successful multinational business

Correct Answer: AD

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