



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

What is the first step to take when calculating return on investment (ROI)?

- A. Collect data.
- B. Determine costs.
- C. Identify intangible benefits.
- D. Report results.

Correct Answer: A

QUESTION 2

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 3

Service Level Agreement document the level of service provided as well as the level at which service is provided by which two parties? (Choose two)

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

Correct Answer: AC



QUESTION 4

What are two enabling factors of the HDI Certified Support Center model? (Choose two)

- A. results
- B. leadership
- C. resources
- D. satisfaction

Correct Answer: BC

QUESTION 5

What statement best describes leadership in a support center?

- A. A support center leader decides what needs to be accomplished.
- B. A support center leader focuses on process rather than efficiency.
- C. A support center leader is an ongoing champion of service excellence.
- D. A support center leader sides with staff against customers.

Correct Answer: C

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