



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

Help Desk Manager

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#### QUESTION 1

Call volume increases whenever a new release of software is deployed, causing an increase in the Abandonment Rate. You have decided to increase staff for the new release scheduled to rollout in there months. What helped you make your decision? (Choose two)

- A. trend analysis
- B. disaster recovery
- C. quality assurance
- D. change management
- E. workforce scheduling

Correct Answer: AE

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#### QUESTION 2

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 3

Many different reports are analyzed by Help Desk managers. Which report allows managers to determine the "best practice" that their Help Desk should use, compared to the "current practice" they are using?

- A. stat reviews
- B. gap analysis
- C. analyst reviews
- D. regional trend analysis

Correct Answer: B

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#### QUESTION 4



What should analysts do to ensure that a shared work environment is effective?

- A. use discretion and courtesy
- B. play music to reduce stress levels
- C. makes the environment as comfortable as possible with pictures and colors.
- D. Allow employees to adjust their workstations to meet their personal needs

Correct Answer: A

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#### QUESTION 5

What is the benefit of outsourcing compared to insourcing?

- A. improved quality
- B. improved average speed of answer
- C. greater control of support resources
- D. lower capital cost for equipment and systems

Correct Answer: D

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