QQ0-300^{Q&As}

HDI qulilfied help desk manager(hdm)

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QUESTION 1

How can you motivate others to seek guidance?

A. evaluate performance of team members and provide support to facilitate optimum performance

B. provide incentives that are challenging yet attainable

C. emphasize changing behaviors rather than people

D. use personal visits as an opportunity for employee feedback, support, and mentoring

Correct Answer: D

QUESTION 2

Which concept refers to identifying required staffing based on projected volume?

A. resource planning

B. trend awareness

C. outsourcing

D. insourcing

Correct Answer: A

QUESTION 3

Which three statements about contract staffing are true? (Choose three.)

A. It can reduce the time it takes for agents to be effective on the phone.

B. It provides the ability to manage periodic peaks in workloads.

C. It allows the company to "try before they buy."

D. It enhances teamwork.

Correct Answer: ABC

QUESTION 4

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 three months. What helped you make your decision? (Choose two.)

A. change management

B. workforce scheduling

C. quality assurance

D. disaster recovery

E. trend analysis

Correct Answer: BE

QUESTION 5

Which two techniques are effective in preventing or eliminating customer conflict? (Choose two.)

A. maintaining normal voice modulation with the customer

B. matching voice modulation with the customer

C. empathizing with the customer during problem resolution

D. instructing the customer in problem resolution

Correct Answer: AC