



QQ0-300^{Q&As}

HDI qualified help desk manager(hdm)

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QUESTION 1

Which three metric calculations impact customer satisfaction? (Choose three.)

- A. First Call Resolution Rate
- B. Average After Call Work Time
- C. Abandonment Rate
- D. Average Talk Time
- E. Averaged Speed of Answer

Correct Answer: ACE

QUESTION 2

Which traits should a Help Desk manager look for in an analyst to determine if the analyst can effectively multitask?

- A. takes chances and switches topics
- B. changes perspectives often and is self sufficient
- C. takes the initiative and is creative
- D. handles stress and prioritizes

Correct Answer: D

QUESTION 3

Which three actions can you take to reduce the risk of customer conflict? (Choose three.)

- A. do not interrupt
- B. change your rate of speech
- C. let the customer vent
- D. be respectful
- E. change the tone in your voice

Correct Answer: ACD

QUESTION 4

What should the Help Desk manager attend to in order to better understand the needs and feelings of others? (Choose



two.)

- A. past performance problems
- B. verbal communications
- C. written documentation
- D. non-verbal communications

Correct Answer: BD

QUESTION 5

Which two service parameters are normally addressed in a Service Level Agreement? (Choose two.)

- A. products supported
- B. training material
- C. days and hours of service
- D. call flows

Correct Answer: AC

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