



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

What is the best reason for taking risks to find a solution to a customer's problem?

- A. Taking risks is appropriate if the customer is aware that there is an element of risk in what you are suggesting.
- B. Taking risks is appropriate if the customer is threatening to take the issue higher.
- C. Taking risks is appropriate if the risk is directly connected to service delivery.
- D. Taking risks is appropriate if the risk will not adversely affect the technical infrastructure.

Correct Answer: A

QUESTION 2

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

QUESTION 3

Contract staffing is best described by which statement?

- A. Contract employees typically work for a clearly defined time frame
- B. Contract employees need more initial training than full-time employees.
- C. Contract employees perform work that is not normally done by a full-time employee
- D. Contract employees work independently and are not considered part of an organizational unit.

Correct Answer: A

QUESTION 4

What is a best practice for reducing costs in the support center?

- A. Avoid measuring performances to save time.
- B. Dismiss poor performers from their positions.



- C. Reduce the number of calls that the support center takes.
- D. Run the support center like a business.

Correct Answer: D

QUESTION 5

What are three ways to maintain a balanced and positive outlook when adapting to new situations, priorities, or demands? (Choose three)

- A. concentrate on common goals during times of disagreement
- B. develop interests outside of work to provide a stress-free zone
- C. identify trends in service, and then develop resources to meet those trends
- D. create a personal network of advisors with whom you can share problems and concerns.

Correct Answer: ABD

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