



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

Analysts play a large part in ensuring that the Help Desk provides consistent service to customers. Which two regularly scheduled events ensure that your analysts provide consistent service? (Choose two)

- A. analyst reviews
- B. analyst training
- C. analyst interviews
- D. analyst focus groups

Correct Answer: AB

QUESTION 2

Which three statements about effective inter-departmental relationships are true? (Choose three)

- A. Management responsibilities are shared.
- B. Other departments are supported even when they make a mistake
- C. You treat people in your organization as if they were your customer
- D. Information is shared among departments within your organization

Correct Answer: BCD

QUESTION 3

A customer could not get through to a support representative when calling the Help Desk in the morning. He had to call back later. Which metric captures this situation?

- A. Time in Queue
- B. Abandonment Rate
- C. Average Speed Answer
- D. First Call Resolution Rate

Correct Answer: B

QUESTION 4

When major system or application problems occur. Which two tasks should the Help Desk perform to minimize the impact on customers? (Choose two)



- A. escalate the problem
- B. direct all calls to voice mail
- C. notify the customer community
- D. provide updates on the resolution status

Correct Answer: CD

QUESTION 5

Which factor has the greatest effect on business continuity planning?

- A. The cost of downtime to the business
- B. The location of the support center
- C. The price of implementing the plan
- D. The return on investment (ROI)

Correct Answer: A

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