



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

Your Help Desk is 24x7 and covers support for many areas throughout the country. An upcoming snow storm is expected to cause power outages. What helps you prepare for the upcoming days?

- A. call answer plans
- B. contingency plans
- C. UPS usage reports
- D. Gap analysis reports

Correct Answer: B

QUESTION 2

What is the most common disadvantage of IT configuration management programs?

- A. IT configuration management programs are labor intensive.
- B. IT configuration management programs are prohibitively expensive.
- C. IT configuration management programs do not meet customers\' needs.
- D. IT configuration management programs have a low return on investment (ROI).

Correct Answer: A

QUESTION 3

What is a best practice for ensuring that performance improves over time?

- A. Avoid setting goals that will create stress for your team.
- B. Develop programs that award initiative and hard work.
- C. Install customer self-service packages.
- D. Set easily attainable goals to reassure your team.

Correct Answer: B

QUESTION 4

Which management task ensures the highest levels of customer satisfaction?

- A. performing reviews of customer survey responses.



- B. Performing periodic reviews of satisfaction survey response
- C. Evaluating customer responses against standards, and then making process changes.
- D. Performing random telephone survey with customer's and then recording the responses.

Correct Answer: C

QUESTION 5

What are two benefits of external outsourcing compared to contract staffing? (Choose two)

- A. fewer management issues
- B. fewer employee benefit issues
- C. the ability to easily extend the hours of support
- D. the ability to handle peak periods associated with new technology rollouts

Correct Answer: AC

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