HD0-300^{Q&As}

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Help Desk Manager

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QUESTION 1

Which three methods clarify understanding of organizational missions, strategies, weakness, and capabilities? (Choose three)

A. focus groups

B. round-table meeting with employees

C. consistent and right-impact feedback to team members

D. interviews with key stakeholders, customers, and leaders

Correct Answer: ABD

QUESTION 2

Which analysis report helps a manager determine the need for additional organizational skill development?

A. job analysis

B. gap analysis

C. project analysis

D. analyst analysis

Correct Answer: B

QUESTION 3

Which two tools can the Help Desk most effectively use to provide key information to all customers and communicate the severity of a problem rapidly? (Choose two)

A. e-mail

B. voice mail

C. white boards

D. instant messenger

E. overnight express mail

Correct Answer: AB

QUESTION 4

Which two actions ensure consistent customer service? (Choose two)

A. acknowledge the benefit of the customer\\'s idea

B. ascertain that priority and severity levels are congruent

C. provide everyone on the Help Desk with similar training

D. ensure that customers are aware of Help Desk contributions

Correct Answer: BC

QUESTION 5

Which three statements describe how to use recognition and rewards to retain people with optional skills and good personal traits? (Choose three)

A. publicly post individual performance rankings

B. link rewards to specific behaviors in a timely fashion

C. reward actions that support the team\\'s vision and business goals

D. highlight both individual and team contributions at staff or team meetings.

Correct Answer: BCD

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