



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

How can the Help Desk best manage new services and achieve its primary goal of eliminating negative impact on your customers?

- A. be prepared to add staff should a new service fail
- B. be active in the implementation plan for new products
- C. meet regularly with stakeholders to determine training gaps
- D. meet regularly with focus groups and team members to evaluate past performances

Correct Answer: B

QUESTION 2

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

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

Correct Answer: A

QUESTION 3

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 4

What best describes the role of the support center in the change management process?

- A. The support center archives change reports for the knowledge base.



- B. The support center authorizes the change after assessing its impact.
- C. The support center documents customer queries prior to the change.
- D. The support center tracks the impact that the change has on customers.

Correct Answer: D

QUESTION 5

What is a best practice when taking action that will affect other departments or teams?

- A. Give serious consideration to what people will think of you if your ideas do not work.
- B. Hold discussions with other managers to identify the possible effects of your actions.
- C. Implement your ideas as soon as you have decided on the best course of action.
- D. Make a presentation to other teams letting them know what you have done.

Correct Answer: B

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