



# HD0-300<sup>Q&As</sup>

Help Desk Manager

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#### QUESTION 1

After assessing the need for organizational development, which statement best explains what a manager must do?

- A. trend and report the change
- B. delegate and assign new tasks
- C. plan and implement the change
- D. implement and review the new change

Correct Answer: C

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#### QUESTION 2

You want to be prepared for a potential decrease in workforce scheduling based on a decrease in customer service requests. What are the three most likely reasons for a reduction in call volume? (Choose three)

- A. Customers are better trained
- B. Customers are more experienced
- C. Business functions are outsourced
- D. System are more stable and mature.
- E. Overall business/workforce is reduced.

Correct Answer: ABD

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#### QUESTION 3

What is a best practice for managing the bottom line performance of the support center?

- A. Consider the impact to your team before making decisions.
- B. Ensure that expectations for deliverables are clearly understood.
- C. Focus on the technological aspects of the support center.
- D. Make progress reports optional for your staff.

Correct Answer: B

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#### QUESTION 4

What is the most likely benefit of having a good marketing strategy for the support center?



- A. A good marketing strategy decreases the total cost of ownership for the support center.
- B. A good marketing strategy gives the support center's analysts more accountability.
- C. A good marketing strategy increases awareness that the support center provides a return on investment (ROI).
- D. A good marketing strategy decreases the support center's headcount.

Correct Answer: C

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#### QUESTION 5

Which two items should you consider before making Help Desk operational decisions? (Choose two)

- A. employee opinion
- B. cost versus benefit
- C. personal preference
- D. implications to other business units.

Correct Answer: BD

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