HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

What are three functions of an effective support organization in managing unresolved support issues? (Choose three)

A. recording unresolved issues

B. resolving customer issues

C. escalating unresolved issues

D. monitoring unresolved issues

E. communicating the status of issues

Correct Answer: CDE

QUESTION 2

What are two benefits of protecting and enhancing the image of the Help Desk? (Choose two)

A. timely call avoidance

B. reduced resolution rates

C. potential business growth

D. improved employee morale

Correct Answer: CD

QUESTION 3

What statement best describes leadership in a support center?

A. A support center leader decides what needs to be accomplished.

B. A support center leader focuses on process rather than efficiency.

C. A support center leader is an ongoing champion of service excellence.

D. A support center leader sides with staff against customers.

Correct Answer: C

QUESTION 4

Which statement best describes IT configuration management?

A. IT configuration management controls the support center\\'s hardware.

B. IT configuration management is a comprehensive IT library.

C. IT configuration management is lifecycle management for IT equipment.

D. IT configuration management restricts the improper use of software.

Correct Answer: C

QUESTION 5

What process includes performing root cause analysis?

A. Incident management

B. Knowledge management

C. Problem management

D. Time management

Correct Answer: C

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