



HD0-300^{Q&As}

Help Desk Manager

Pass HDI HD0-300 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/hd0-300.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by HDI Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

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 2

What tool commonly found in support centers has the ability to track analyst availability, generate call information, and transfer calls?

- A. Automatic call distributor
- B. Customer management system
- C. Personal digital assistant
- D. Remote control

Correct Answer: A

QUESTION 3

What is the most likely benefit of implementing a knowledge management system in a support center?

- A. Implementing a knowledge management system allows the support center to cut back on its hours of operation.
- B. Implementing a knowledge management system keeps ownership of knowledge in the support center.
- C. Implementing a knowledge management system promotes competition among support teams.
- D. Implementing a knowledge management system reduces the time needed to train new employees.

Correct Answer: D

QUESTION 4

Your Help Desk is 24x7 and covers support for many areas throughout the country. An upcoming snow storm is expected to cause power outage. 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 5

What is the first step to take when calculating return on investment (ROI)?

- A. Collect data.
- B. Determine costs.
- C. Identify intangible benefits.
- D. Report results.

Correct Answer: A

[HD0-300 PDF Dumps](#)

[HD0-300 VCE Dumps](#)

[HD0-300 Practice Test](#)