



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

What is the most appropriate situation for providing deskside support?

- A. Providedeskside support if the customer doesn't understand the service level agreement.
- B. Providedeskside support if the support center is not busy.
- C. Providedeskside support if you must replace the customer's hardware.
- D. Providedeskside support if you need to calm the customer down.

Correct Answer: C

QUESTION 2

What is the best description of a hot continuity site?

- A. A hot continuity site is a continuity facility that has been identified but does not have any equipment installed.
- B. A hot continuity site is a facility that is immediately available to be used without disruption to the customer.
- C. A hot continuity site is required in frigid climates if equipment is sensitive to cold.
- D. A hot continuity site is a secondary location where a quick transfer can occur with minimal disruption to the customer.

Correct Answer: B

QUESTION 3

What is the best description of remote control?

- A. Remote control allows the analyst to control which applications a customer can use from a remote location.
- B. Remote control allows the analyst to take control of the customer's PC from a remote location.
- C. Remote control allows the analyst's supervisor to take control of a call from a remote location.
- D. Remote control allows the customer to control which analyst will provide support.

Correct Answer: B

QUESTION 4

Which technology reduces Help Desk call volumes?

- A. e-mail



- B. telephone
- C. voice mail
- D. self-service

Correct Answer: D

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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