



# QQ0-300<sup>Q&As</sup>

HDI qualified help desk manager(hdm)

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#### QUESTION 1

Contract staffing is best described by which statement?

- A. Contract employees typically work for a clearly defined time frame.
- B. Contract employees need more initial training than full-time employees.
- C. Contract employees perform work that is not normally done by a full-time employee.
- D. Contract employees work independently and are not considered part of an organizational unit.

Correct Answer: A

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#### QUESTION 2

What is the benefit of outsourcing compared to insourcing?

- A. greater control of support resources
- B. improved average speed of answer
- C. lower capital cost for equipment and systems
- D. improved quality

Correct Answer: C

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#### QUESTION 3

What should be addressed in a support center's marketing plan?

- A. the support center's staffing requirements
- B. the support center's budget requirements
- C. the support center's role in the corporate vision
- D. the support center's implementation timelines

Correct Answer: C

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#### QUESTION 4

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

- A. employee opinion
- B. personal preference



C. cost versus benefit

D. implications to other business units

Correct Answer: CD

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#### QUESTION 5

Which two tools can the Help Desk most effectively use to provide key information to all customers and communicate the severity of a problem rapidly? (Choose two.)

A. instant messenger

B. white boards

C. overnight express mail

D. voice mail

E. e-mail

Correct Answer: DE

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