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QUESTION 1

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

- A. reduced resolution rates
- B. timely call avoidance
- C. improved employee morale
- D. potential business growth

Correct Answer: CD

QUESTION 2

Who is ultimately responsible for an employee's success or failure?

- A. the employee
- B. the employee's team leader
- C. the employee's manager
- D. the employee's mentor

Correct Answer: A

QUESTION 3

A customer could not get through to a support representative when calling the Help Desk in the morning. He had to call back later. Which metric captures this situation?

- A. Time in Queue
- B. Average Speed of Answer
- C. Abandonment Rate
- D. First Call Resolution Rate

Correct Answer: C

QUESTION 4

If individual performance problems continue for an extended time, the Help Desk manager may need to resort to positive discipline. Positive discipline places responsibility for appropriate performance on the_____

- A. employee



- B. employee's colleagues
- C. Human Resources Director
- D. manager

Correct Answer: A

QUESTION 5

Call volume increases whenever a new release of software is deployed, causing an increase in the Abandonment Rate. You have decided to increase staff for the new release scheduled to rollout in three months. What helped you make your decision? (Choose two.)

- A. change management
- B. workforce scheduling
- C. quality assurance
- D. disaster recovery
- E. trend analysis

Correct Answer: BE

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