



QQ0-300^{Q&As}

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QUESTION 1

Which practice is important in improving the supportive atmosphere found in an open and positive work environment?

- A. access to computer telephony technologies
- B. specific statement of performance expectations
- C. empowerment from management
- D. use of visual status boards

Correct Answer: C

QUESTION 2

What are two roles of expert systems in Help Desk applications? (Choose two.)

- A. to provide a direct channel to vendors\' marketing departments for new systems
- B. to provide Help Desk analysts with answers to every customer question
- C. to narrow down the type of problem and suggest resolutions
- D. to provide assistance to second-level analysts for more advanced troubleshooting

Correct Answer: CD

QUESTION 3

What should you consider when performing workforce scheduling and resource planning? (Choose three.)

- A. the random nature of call arrival patterns
- B. how to project future workloads based on past request arrival patterns
- C. the need to identify required staffing based on projected volume
- D. insourcing and outsourcing procedures

Correct Answer: ABC

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. Human Resources Director



- B. manager
- C. employee
- D. employee\\'s colleagues

Correct Answer: C

QUESTION 5

What is an excellent form of feedback on the type of service and support you are providing to an organization?

- A. manager surveys
- B. manager complaints
- C. customer complaints
- D. analyst reviews
- E. customer surveys
- F. analyst complaints

Correct Answer: E

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