



QQ0-300^{Q&As}

HDI qualified help desk manager(hdm)

Pass HDI QQ0-300 Exam with 100% Guarantee

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

<https://www.passapply.com/qq0-300.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 two benefits do managers receive for conducting customer satisfaction surveys and reporting the results? (Choose two.)

- A. The feedback may indicate whether or not you are meeting your mission.
- B. Help Desk performance can be measured against expectations.
- C. Customers are more likely to provide responses on future surveys.
- D. Customers care how your Help Desk is doing.

Correct Answer: AB

QUESTION 2

You want to be prepared for a potential decrease in workforce scheduling based on a decrease in customer service requests. What are the three most likely reasons for a reduction in call volume? (Choose three.)

- A. Customers are better trained.
- B. Business functions are outsourced.
- C. Customers are more experienced.
- D. Systems are more stable and mature.
- E. Overall business/workforce is reduced.

Correct Answer: ACD

QUESTION 3

A key component of being a qualified Help Desk manager is flexibility. In order to be a flexible Help Desk manager, you should demonstrate creative thinking, be prepared to provide answers on undocumented procedures, and .

- A. be willing to participate
- B. be able to multitask
- C. use personal abilities and resources
- D. be positive

Correct Answer: B

QUESTION 4



How can you pursue continuous learning to stay current with industry standards? (Choose two.)

- A. create an individual development plan
- B. conduct monthly performance reviews
- C. volunteer for projects that require you to learn new information
- D. communicate a need for change by providing a compelling business rationale

Correct Answer: AC

QUESTION 5

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

[Latest QQ0-300 Dumps](#)

[QQ0-300 Study Guide](#)

[QQ0-300 Exam Questions](#)