



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

Organizational development needs are determined by which three methods? (Choose three)

- A. project analysis
- B. position profiling
- C. skill gap analysis
- D. individual assessment

Correct Answer: BCD

QUESTION 2

How can the Help Desk best manage new services and achieve its primary goal of eliminating negative impact on your customers?

- A. be prepared to add staff should a new service fail
- B. be active in the implementation plan for new products
- C. meet regularly with stakeholders to determine training gaps
- D. meet regularly with focus groups and team members to evaluate past performances

Correct Answer: B

QUESTION 3

What is the best way to stay current with support industry developments?

- A. Discuss key customer demands with colleagues.
- B. Join industry-related groups.
- C. Read books by famous management experts.
- D. Spend occasional time on vendor's Web sites.

Correct Answer: B

QUESTION 4

Which three statements describe how to recruit and retain people who possess optional skills and good personal traits? (Choose three)

- A. review salary expectations in relation to departmental constraints



- B. involve model team members in the interview and selection process
- C. review your team's structure for opportunities to leverage the skill mix
- D. perform a job analysis to determine the required skills and temperament.

Correct Answer: BCD

QUESTION 5

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

Correct Answer: ABD

QUESTION 6

What is a best practice for establishing effective relationships with other parts of the service organization?

- A. Maximal personal benefits
- B. Treat others as you would like to be treated.
- C. There is no single best way

Correct Answer: B

QUESTION 7

Which three should be included in the professional development plans for your staff? (Choose three)

- A. a list of classes available in your corporate training center.
- B. a list of training programs that the staff member should take in the month ahead.
- C. an assessment of each member's strengths and weaknesses in comparison to those that are required for the current position
- D. an assessment of each member's strengths and weaknesses in comparison to those that are required for the next job which the staff member is seeking



Correct Answer: BCD

QUESTION 8

Your support organization has 20 frontline analysts. The Call Management System produces performance reports that show the amount of time each analyst is on the phone, performing wrap-up work, and not available. Reports also show the number of calls taken and the average talk-time per agent. Based on these reports, what should the manager do to improve the support organization's performance?

- A. Publish trend reports for the group as a whole
- B. Publish a list of agents ranked by who has the most talk time
- C. Recognize and reward the individual who handles the most calls
- D. Recognize and reward the individual who has the least "notavailable" time.

Correct Answer: A

QUESTION 9

What is the best description of organizational change management?

- A. Organizational change management is a process designed to influence variables associated with change to achieve desired results.
- B. Organizational change management is a standard that guides development activities.
- C. Organizational change management is a strategic, integrated management system for achieving customer satisfaction.
- D. Organizational change management is the analysis of activities to reduce or eliminate certain activities or costs.

Correct Answer: A

QUESTION 10

What is the most likely benefit of implementing a knowledge management system in a support center?

- A. Implementing a knowledge management system allows customers to troubleshoot all of their own incidents.
- B. Implementing a knowledge management system helps build rapport among teams in the support center.
- C. Implementing a knowledge management system increases the customer's dependence upon support services.
- D. Implementing a knowledge management system supports computer-telephony integration.

Correct Answer: B



QUESTION 11

Which three actions demonstrate the Support Center management's effectiveness in problem reduction? (Choose three)

- A. performing customer assessments
- B. implementing preventive measures
- C. identifying daily, weekly, and monthly trends
- D. ensuring that customer contacts are logged

Correct Answer: BCD

QUESTION 12

Which management task ensures the highest levels of customer satisfaction?

- A. performing reviews of customer survey responses.
- B. Performing periodic reviews of satisfaction survey response
- C. Evaluating customer responses against standards, and then making process changes.
- D. Performing random telephone survey with customer's and then recording the responses.

Correct Answer: C

QUESTION 13

What is the relationship between the support center's average speed to answer and its abandon rate?

- A. If the average speed to answer is high then the abandon rate is likely to be high.
- B. If the average speed to answer is high then the abandon rate is likely to be low.
- C. If the average speed to answer is low then the abandon rate is likely to be high.
- D. The average speed to answer has no effect on the abandon rate.

Correct Answer: A

QUESTION 14

What is the primary purpose of problem management?

- A. The primary purpose of problem management is to eliminate the cause of incidents.
- B. The primary purpose of problem management is to reduce the number of incidents.



- C. The primary purpose of problem management is to resolve incidents quickly.
- D. The primary purpose of problem management is to restore normal service.

Correct Answer: A

QUESTION 15

What destroys the reputation of the Help Desk and ruins the integrity of the company?

- A. poor flexibility
- B. poor confidentiality
- C. poor business plans
- D. poor problem resolution

Correct Answer: B

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