



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

HDI qualified help desk manager(hdm)

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#### QUESTION 1

Which two commonly used technologies provide near real-time feedback on organizational performance? (Choose two.)

- A. Call Management Systems
- B. web
- C. telephone
- D. e-mail
- E. broadcast messaging devices

Correct Answer: AE

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#### QUESTION 2

Service Level Agreements document the level of service provided as well as the level at which that service is provided by which two parties? (Choose two.)

- A. Help Desk manager
- B. customer
- C. service-level managers
- D. service provider
- E. stake holder

Correct Answer: BD

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#### QUESTION 3

What should the Help Desk consider when working with different customers?

- A. Customers who work for the same company have similar expectations.
- B. All customers consider their problem to be an emergency.
- C. All customers are unique individuals with their own perceptions.
- D. All customers have similar expectations regarding quality service.

Correct Answer: C

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#### QUESTION 4



How can you provide direction in times of confusion or ambiguity?

- A. create a sense of control in subordinates by allowing team leaders to make critical decisions without guidance
- B. centralize communication to ensure that all team members get accurate information
- C. create a sense of trust in subordinates by not personally making decisions
- D. authorize the team leader to conduct team building activities to strengthen team ties

Correct Answer: B

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#### QUESTION 5

When major system or application problems occur, which two tasks should the Help Desk perform to minimize the impact on customers? (Choose two.)

- A. direct all calls to voice mail
- B. escalate the problem
- C. notify the customer community
- D. provide updates on the resolution status

Correct Answer: CD

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#### QUESTION 6

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

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#### QUESTION 7

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 8

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

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#### QUESTION 9

What are two benefits of external outsourcing? (Choose two.)

- A. It allows management to focus on the quality of the service provided rather than on the processes for delivering the service.
- B. It improves teamwork.
- C. It frees up space and equipment for internal growth.
- D. It allows rapid improvement in support quality without impacting the customers being supported.

Correct Answer: AC

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#### QUESTION 10

What should you use to define a Help Desk's role in an organization?

- A. vision and mission statement
- B. development plans
- C. job descriptions
- D. goals and objectives

Correct Answer: A

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#### QUESTION 11



After assessing the need for organizational development, which statement best explains what a manager must do?

- A. trend and report the change
- B. plan and implement the change
- C. implement and review the new change
- D. delegate and assign new tasks

Correct Answer: B

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#### QUESTION 12

What is deductive reasoning based on?

- A. logical steps and analysis
- B. future trends prediction
- C. Internet research
- D. a general consensus of opinion

Correct Answer: A

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#### QUESTION 13

What contributes most to creative and effective problem solving?

- A. practice
- B. technical training
- C. education
- D. standard resolutions

Correct Answer: A

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#### QUESTION 14

Monthly performance evaluations keep analysts informed of their performance. What are two other reasons a manager should use these evaluations? (Choose two.)

- A. to determine the proper temperament
- B. to determine the proper insourcing/outsourcing levels
- C. to establish the required Service Level Agreements



D. to determine the required skills

Correct Answer: AD

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#### QUESTION 15

Customer satisfaction surveys provide feedback on . (Choose two.)

- A. corporate directives
- B. how well you are fulfilling your mission
- C. how to create levels of service that are negotiated and standardized
- D. your Help Desk's performance

Correct Answer: BD

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