



# HD0-300<sup>Q&As</sup>

Help Desk Manager

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**QUESTION 1**

What is the primary advantage of using self-help tools in a support center?

- A. Self-help tools encourage more customers to call for support.
- B. Self-help tools improve the rapport between customers and analysts.
- C. Self-help tools keep customers dependent on the support center.
- D. Self-help tools provide consistent responses to repetitive requests.

Correct Answer: D

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**QUESTION 2**

What is a key principle of negotiation with customers?

- A. Determine the customer's underlying need and seek a mutually beneficial solution.
- B. Focus on the individual rather than on the resolution.
- C. Seek a solution that aligns with support center policies and processes.
- D. Stick to the facts and ignore the customer's emotions.

Correct Answer: A

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**QUESTION 3**

Which three methods clarify understanding of organizational missions, strategies, strengths, weakness, and capabilities? (Choose three)

- A. focus groups
- B. round-table meetings with employees
- C. consistent and high-impact feedback to team members
- D. interview with key stakeholders, customers, and leaders

Correct Answer: ABD

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**QUESTION 4**

Which two methods are ideal for determining the expectations of key stakeholders? (Choose two)

- A. survey customers



- B. survey focus groups
- C. call other Help Desks
- D. call service providers

Correct Answer: AB

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#### QUESTION 5

Which three statements about effective inter-departmental relationships are true? (Choose three)

- A. Management responsibilities are shared.
- B. Other departments are supported even when they make a mistake
- C. You treat people in your organization as if they were your customer
- D. Information is shared among departments within your organization

Correct Answer: BCD

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#### QUESTION 6

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

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

Correct Answer: AC

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#### QUESTION 7

Analysts play a large part in ensuring that the Help Desk provides consistent service to customers. Which two regularly scheduled events ensure that your analysts provide consistent service? (Choose two)

- A. analyst reviews
- B. analyst training
- C. analyst interviews
- D. analyst focus groups



Correct Answer: AB

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### QUESTION 8

To which three types of data do companies restrict access? (Choose three)

- A. network shares
- B. personnel records
- C. payroll information
- D. proprietary information

Correct Answer: BCD

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### QUESTION 9

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

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### QUESTION 10

In which three ways should you provide direction and focus during ambiguous or chaotic circumstances? (Choose three)

- A. create a communication hub so that people can get accurate information
- B. sympathize with team members and leverage your presence to help provide clarity
- C. demonstrate knowledge, use and understanding of new team problem management
- D. provide an environment in which team members can experience a sense of continuity and control in their work lives.

Correct Answer: ABD

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### QUESTION 11

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

Correct Answer: B

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#### QUESTION 12

What should you do to ensure that your Help Desk support strategies align with the organization being supported?

- A. minimize cost
- B. propose the highest level of support possible
- C. study best practices for top performing organizations and set your strategies accordingly
- D. consider the impact of the proposed services on the success of the organization as a whole

Correct Answer: D

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#### QUESTION 13

What process includes performing root cause analysis?

- A. Incident management
- B. Knowledge management
- C. Problem management
- D. Time management

Correct Answer: C

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#### QUESTION 14

Which factor has the greatest effect on business continuity planning?

- A. The cost of downtime to the business
- B. The location of the support center
- C. The price of implementing the plan
- D. The return on investment (ROI)



Correct Answer: A

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#### QUESTION 15

Which two actions ensure consistent customer service? (Choose two)

- A. acknowledge the benefit of the customer's idea
- B. ascertain that priority and severity levels are congruent
- C. provide everyone on the Help Desk with similar training
- D. ensure that customers are aware of Help Desk contributions

Correct Answer: BC

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