

HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

What is the primary purpose of customer satisfaction surveys?

- A. Customer satisfaction surveys determine if the support center is following the service level agreement.
- B. Customer satisfaction surveys establish a basis for future pay raises.
- C. Customer satisfaction surveys identify what customers feel is important.
- D. Customer satisfaction surveys show upper management that the support center is busy.

Correct Answer: C

QUESTION 2

What contributes most to creative and effective problem solving?

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

Correct Answer: A

QUESTION 3

What is a best practice when taking action that will affect other departments or teams?

- A. Give serious consideration to what people will think of you if your ideas do not work.
- B. Hold discussions with other managers to identify the possible effects of your actions.
- C. Implement your ideas as soon as you have decided on the best course of action.
- D. Make a presentation to other teams letting them know what you have done.

Correct Answer: B

QUESTION 4

A project is planned to rollout that will add new software to the network. Call volume is not expected to change as few people will have access to the new software.

What requirements should you consider?

- A. staffing requirements
- B. historical requirements
- C. application requirements
- D. scheduling requirements

Correct Answer: C

QUESTION 5

What best describes the role of the support center in the change management process?

- A. the support archives change report for the knowledge base
- B. The support center authorizes the change after assessing its impact.
- C. The support center documents customer queries to change
- D. The support center tracks the impact the change has on customers.

Correct Answer: D

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