

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

Help Desk Manager

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**QUESTION 1**

Which two benefits do managers receive for conducting customer satisfaction surveys and reporting the results?  
(Choose two)

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

Correct Answer: BD

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**QUESTION 2**

Many different reports are analyzed by Help Desk managers. Which report allows managers to determine the "best practice" that their Help Desk should use, compared to the "current practice" they are using?

- A. stat reviews
- B. gap analysis
- C. analyst reviews
- D. regional trend analysis

Correct Answer: B

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**QUESTION 3**

How do you calculate ROI (Return On Investment)?

- A.  $(\text{Value} - \text{Cost}) / \text{Cost} * 100$
- B.  $(\text{Value} + \text{Cost}) / \text{Cost} * 100$
- C.  $(\text{Value} * \text{Cost}) / \text{Cost} * 100$
- D. It is not possible to calculate.

Correct Answer: A

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**QUESTION 4**

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 evaluates past performances.

Correct Answer: B

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#### QUESTION 5

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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