

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

HDI qualified help desk manager(hdm)

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**QUESTION 1**

Which three traits should a Help Desk manager look for in Help Desk analyst candidates to assess their problem-solving abilities? (Choose three.)

- A. specialized knowledge in a discipline
- B. experience
- C. intelligence
- D. formal education

Correct Answer: ABC

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**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. meet regularly with stakeholders to determine training gaps
- C. meet regularly with focus groups and team members to evaluate past performances
- D. be active in the implementation plan for new products

Correct Answer: D

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**QUESTION 3**

You are supporting someone from a different culture. How can you improve your communication? (Choose three.)

- A. speak slowly and loudly
- B. encourage the person to ask for clarification
- C. use proper/standard language expressions (eliminate slang)
- D. pause to verify understanding

Correct Answer: BCD

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**QUESTION 4**

How does a Computer Telephony Integration system interface with a Customer Management System to make trouble reporting more effective?

- A. It automatically solves customer problems.
- B. It eliminates the need for training Help Desk analysts.
- C. It automatically exchanges accurate and useful information.
- D. It eliminates the need for monitoring call volume.

Correct Answer: C

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#### QUESTION 5

When an employee enters data into the Call Tracking System, for what is the employee ultimately responsible?

- A. the quality of the data
- B. the Average Speed of Answer
- C. the resolution of the problem
- D. the Abandonment Rate

Correct Answer: A

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