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Vendor:HDI

Exam Code:QQ0-300

Exam Name:HDI qualified help desk manager(hdm)

Version:Demo

QUESTION 1

To provide better service, a customer gives your Help Desk remote access privileges to their system. What are these privileges known as?

- A. moral
- B. confidential
- C. substantial
- D. integral

Correct Answer: B

QUESTION 2

Which three ensure the realization of an employee's potential? (Choose three.)

- A. training plans
- B. job descriptions
- C. employee salary
- D. employee satisfaction

Correct Answer: ABD

QUESTION 3

You want to be prepared for a potential decrease in workforce scheduling based on a decrease in customer service requests. What are the three most likely reasons for a reduction in call volume? (Choose three.)

- A. Customers are better trained.
- B. Business functions are outsourced.
- C. Customers are more experienced.
- D. Systems are more stable and mature.
- E. Overall business/workforce is reduced.

Correct Answer: ACD

QUESTION 4

What contributes most to creative and effective problem solving?

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

Correct Answer: A

QUESTION 5

What are three steps in an employee gap analysis? (Choose three.)

- A. compare the variance in an employee's current skills to the skills required for a specific job for which an employee is being considered (or the employee's current position)
- B. compare the job skills for the employee's current position to the skills required for the next job level
- C. list the skills of each employee and compare them to each other
- D. identify employee skills

Correct Answer: ABD

QUESTION 6

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

QUESTION 7

Which three actions can you take to reduce the risk of customer conflict? (Choose three.)

- A. do not interrupt
- B. change your rate of speech
- C. let the customer vent
- D. be respectful

E. change the tone in your voice

Correct Answer: ACD

QUESTION 8

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

Correct Answer: BC

QUESTION 9

What is the benefit of outsourcing compared to insourcing?

- A. greater control of support resources
- B. improved average speed of answer
- C. lower capital cost for equipment and systems
- D. improved quality

Correct Answer: C

QUESTION 10

External outsourcing by a third party is the preferred method of support in which situation?

- A. Your support organization is going through a rollout of new desktops and you anticipate that you may need to increase your staff from 20 to 25 for a three-month period.
- B. Your support organization supports a large number of remote desktops using standard office software that requires 24-hour service. Information Technology priorities do not allow management time to focus on support issues.
- C. Your support organization would like to transfer support responsibility to an outside organization. Management requires that all support be performed on the premises.
- D. Your support organization supports a number of proprietary applications and has significant security restrictions.

Correct Answer: B

QUESTION 11

Your support organization has 20 frontline analysts. The Call Management System produces performance reports that show the amount of time each analyst is on the phone, performing wrap-up work, and not available. Reports also show the number of calls taken and the average talk-time per agent. Based on these reports, what should the manager do to improve the support organization's performance?

- A. recognize and reward the individual who handles the most calls
- B. publish a list of agents ranked by who has the most talk time
- C. recognize and reward the individual who has the least "not available" time
- D. publish trend reports for the group as a whole

Correct Answer: D

QUESTION 12

What destroys the reputation of the Help Desk and ruins the integrity of the company?

- A. poor business plans
- B. poor confidentiality
- C. poor flexibility
- D. poor problem resolution

Correct Answer: B