

**Exam Code:** qq0-300

**Exam Name:** hdi qulilfied help desk manager(hdm)

**Vendor:** HDI Worldwide

**Version:** DEMO

## **Part: A**

1: What are two roles of expert systems in Help Desk applications? (Choose two.)

- A.to narrow down the type of problem and suggest resolutions
- B.to provide Help Desk analysts with answers to every customer question
- C.to provide a direct channel to vendors' marketing departments for new systems
- D.to provide assistance to second-level analysts for more advanced troubleshooting

**Correct Answers: A D**

2: Which three statements regarding the Help Desk and customer perceptions are true? (Choose three.)

- A.Mediocre service is generally acceptable if the customer likes you personally.
- B.Mediocre service can cause a customer gradually to want to do business somewhere else.
- C.A bad interaction can initiate a customer's split-second decision never to do business with you again.
- D.A positive interaction can initiate a customer's split-second decision to continue doing business with you.

**Correct Answers: B C D**

3: Contract staffing is best described by which statement?

- A.Contract employees typically work for a clearly defined time frame.
- B.Contract employees need more initial training than full-time employees.
- C.Contract employees perform work that is not normally done by a full-time employee.
- D.Contract employees work independently and are not considered part of an organizational unit.

**Correct Answers: A**

4: Your Help Desk is 24x7 and covers support for many areas throughout the country. An upcoming snow storm is expected to cause power outages. What helps you prepare for the upcoming days?

- A.call answer plans
- B.contingency plans
- C.UPS usage reports
- D.gap analysis reports

**Correct Answers: B**

5: 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 Answers: B**

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

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

**Correct Answers: B C D**

7: Which three methods clarify understanding of organizational missions, strategies, strengths, weaknesses, and capabilities? (Choose three.)

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

**Correct Answers: A B D**

8: Which three statements about contract staffing are true? (Choose three.)

- A.It enhances teamwork.
- B.It allows the company to "try before they buy."
- C.It provides the ability to manage periodic peaks in workloads.
- D.It can reduce the time it takes for agents to be effective on the phone.

**Correct Answers: B C D**

9: What can a Help Desk manager do to encourage Help Desk analysts to keep current with industry developments? (Choose three.)

- A.promote information sharing and learning
- B.put processes in place for encouraging creativity
- C.put procedures in place for screening potential ideas
- D.prevent open discussions of new technologies at work
- E.require a formal plan before consideration of new ideas

**Correct Answers: A B C**

10: 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 Answers: B C**

11: Which analysis report helps a manager determine the need for additional organizational skill development?

- A.job analysis
- B.gap analysis
- C.project analysis

D.analyst analysis

**Correct Answers: B**

12: When marketing a support center, what should be clearly communicated to stakeholders?

A.return on investment

B.staffing requirements

C.implementation timelines

D.infrastructure requirements

**Correct Answers: A**

13: Customer satisfaction surveys provide feedback on \_\_\_\_\_. (Choose two.)

A.corporate directives

B.your Help Desk's performance

C.how well you are fulfilling your mission

D.how to create levels of service that are negotiated and standardized

**Correct Answers: B C**

14: 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 Answers: B C D**

15: Service Level Agreements document the level of service provided as well as the level at which that service is provided by which two parties? (Choose two.)

A.customer

B.stake holder

C.service provider

D.Help Desk manager

E.service-level managers

**Correct Answers: A C**