



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

Help Desk Manager

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### QUESTION 1

When major system or application problems occur. Which two tasks should the Help Desk perform to minimize the Impact on customers? (Choose two)

- A. escalate the problem
- B. direct all calls to voice mail
- C. notify the customer community
- D. provide updates on the resolution status

Correct Answer: CD

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### QUESTION 2

When the morale of the team is low, which two points of personal leverage can you use to help motivate your staff? (Choose two)

- A. take the time recruit and hire new employees
- B. produce individual and team performance reports
- C. demonstrate your commitment to the organization
- D. seek feedback from the analysts on job difficulties

Correct Answer: CD

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### QUESTION 3

Which statement best describes IT configuration management?

- A. IT configuration management controls the support center's hardware.
- B. IT configuration management is a comprehensive IT library.
- C. IT configuration management is lifecycle management for IT equipment.
- D. IT configuration management restricts the improper use of software.

Correct Answer: C

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### QUESTION 4

What is the best description of organizational change management?

- A. Organizational change management is a process designed to influence variables associated with change to achieve



desired results.

B. Organizational change management is a standard that guides development activities.

C. Organizational change management is a strategic, integrated management system for achieving customer satisfaction.

D. Organizational change management is the analysis of activities to reduce or eliminate certain activities or costs.

Correct Answer: A

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#### QUESTION 5

What is the best way to prepare your support center to take international calls?

A. Ask management for budget money to train all of your analysts in the languages that will be required by the project.

B. Find ways to hire analysts that speak all of the languages that will require support services.

C. Interview each analyst to determine whether your analysts want to take international calls.

D. Use industry best practices as a benchmark and study other groups that provide similar support services.

Correct Answer: D

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