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Help Desk Manager

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**QUESTION 1**

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. Publish trend reports for the group as a whole
- B. Publish a list of agents ranked by who has the most talk time
- C. Recognize and reward the individual who handles the most calls
- D. Recognize and reward the individual who has the least "notavailable" time.

Correct Answer: A

QUESTION 2

What must be included in an IT change management process?

- A. Any cross-cultural communication issues must be addressed.
- B. The possible risks of the proposed change must be assessed.
- C. The service level agreement must be modified to include the change.
- D. The support center must commit to the change even if it fails.

Correct Answer: B

QUESTION 3

What is a best practice for retaining valuable members of your team?

- A. Avoid criticizing the members of your team.
- B. Let the members of your team figure out the job for themselves.
- C. Pay less than the industry average for the position.
- D. Provide your employees with a clear career path.

Correct Answer: D

QUESTION 4

What is the primary purpose of problem management?



- A. The primary purpose of problem management is to eliminate the cause of incidents.
- B. The primary purpose of problem management is to reduce the number of incidents.
- C. The primary purpose of problem management is to resolve incidents quickly.
- D. The primary purpose of problem management is to restore normal service.

Correct Answer: A

QUESTION 5

What is a best practice for providing direction and focus under chaotic circumstances?

- A. Advise staff that big changes are imminent.
- B. Assure staff that everything is fine.
- C. Empathize with your team members.
- D. Offer unpaid leave to your staff.

Correct Answer: C

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