



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

Help Desk Manager

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#### QUESTION 1

Which three actions demonstrate the Support Center management's effectiveness in problem reduction? (Choose three)

- A. performing customer assessments
- B. implementing preventive measures
- C. identifying daily, weekly, and monthly trends
- D. ensuring that customer contacts are logged

Correct Answer: BCD

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#### QUESTION 2

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

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

Correct Answer: ACD

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#### QUESTION 3

What is the best reason for taking risks to find a solution to a customer's problem?

- A. Taking risks is appropriate if the customer is aware that there is an element of risk in what you are suggesting.
- B. Taking risks is appropriate if the customer is threatening to take the issue higher.
- C. Taking risks is appropriate if the risk is directly connected to service delivery.
- D. Taking risks is appropriate if the risk will not adversely affect the technical infrastructure.

Correct Answer: A

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#### QUESTION 4

What is the best way to get audience participation during a presentation?

- A. Ask the audience



- B. Distribute handouts to the audience.
- C. Show the audience slides.
- D. Tell the audience jokes.

Correct Answer: A

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#### QUESTION 5

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's gradually to want to do business somewhere else.
- C. A bad interaction can initiate a customer's split-second decision to continue doing business with you.
- D. A positive interaction can initiate a customer's split-second decision to continue doing business with you.

Correct Answer: BCD

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