



# QQ0-300<sup>Q&As</sup>

HDI qualified help desk manager(hdm)

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**QUESTION 1**

What are two ways a Help Desk manager can improve awareness and consideration of other business units in Help Desk planning? (Choose two.)

- A. create clear roles and responsibilities for all team members
- B. participate in enterprise-wide initiatives and cross-functional teams
- C. review historical successes and failures of the organization
- D. require regular meetings with your employees

Correct Answer: BC

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**QUESTION 2**

Which three should be included in the professional development plans for your staff? (Choose three.)

- A. an assessment of each member's strengths and weaknesses in comparison to those that are required for the current position
- B. a list of classes available in your corporate training center
- C. an assessment of each member's strengths and weaknesses in comparison to those that are required for the next job which the staff member is seeking
- D. a list of training programs that the staff member should take in the months ahead

Correct Answer: ACD

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**QUESTION 3**

What is deductive reasoning based on?

- A. logical steps and analysis
- B. future trends prediction
- C. Internet research
- D. a general consensus of opinion

Correct Answer: A

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**QUESTION 4**

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

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#### QUESTION 5

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

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

Correct Answer: ACD

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