



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

HDI qualified help desk manager(hdm)

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#### QUESTION 1

What should the Help Desk consider when working with different customers?

- A. Customers who work for the same company have similar expectations.
- B. All customers consider their problem to be an emergency.
- C. All customers are unique individuals with their own perceptions.
- D. All customers have similar expectations regarding quality service.

Correct Answer: C

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#### QUESTION 2

What are three common problems when supporting global customers? (Choose three.)

- A. Service expectations vary from country to country.
- B. Global network downtime occurs frequently.
- C. Problems are not communicated clearly.
- D. Different technologies are found in different countries.

Correct Answer: ACD

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#### QUESTION 3

Which three statements about effective inter-departmental relationships are true? (Choose three.)

- A. Information is shared among departments within your organization.
- B. You treat people in your organization as if they were your customer.
- C. Other departments are supported even when they make a mistake.
- D. Management responsibilities are shared.

Correct Answer: ABC

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#### QUESTION 4

What should you use to define a Help Desk's role in an organization?

- A. vision and mission statement
- B. development plans



C. job descriptions

D. goals and objectives

Correct Answer: A

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#### QUESTION 5

Which three statements describe how to recruit and retain people who possess optimal skills and good personal traits? (Choose three.)

A. involve model team members in the interview and selection process

B. perform a job analysis to determine the required skills and temperament

C. review salary expectations in relation to departmental constraints

D. review your team's structure for opportunities to leverage the skill mix

Correct Answer: ABD

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