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QUESTION 1

Which three technologies enable Help Desks to achieve their performance goals? (Choose three.)

- A. Interactive Voice Response
- B. Automatic Call Distributor
- C. Extra-diem Reporting Application
- D. Intra-monthly Monitoring System
- E. Customer Relationship Management

Correct Answer: ABE

QUESTION 2

Which four factors are important when dealing with an individual's performance problem? (Choose four.)

- A. specific details
- B. personality
- C. consequences
- D. timeliness
- E. performance responsibility

Correct Answer: ACDE

QUESTION 3

An upcoming production rollout could heavily impact normal off-shifts. You decide to move schedules to cover the upcoming increase in calls. After the staff expresses their concerns about having to work the new shifts with little warning, you still decide to implement your off-schedule shift change. Which leadership trait does this show?

- A. the ability to encourage team participation
- B. the ability to execute a plan despite adverse conditions
- C. the ability to identify unpopular decisions as still necessary
- D. the ability to discourage one-person domination

Correct Answer: C

QUESTION 4



If individual performance problems continue for an extended time, the Help Desk manager may need to resort to positive discipline. Positive discipline places responsibility for appropriate performance on the_____ .

- A. Human Resources Director
- B. manager
- C. employee
- D. employee\\'s colleagues

Correct Answer: C

QUESTION 5

Which technology reduces Help Desk call volumes?

- A. e-mail
- B. voice mail
- C. telephone
- D. self-service

Correct Answer: D

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