



QQ0-300^{Q&As}

HDI qualified help desk manager(hdm)

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QUESTION 1

Many different reports are analyzed by Help Desk managers. Which report allows managers to determine the "best practice" that their Help Desk should use, compared to the "current practice" they are using?

- A. gap analysis
- B. stat reviews
- C. analyst reviews
- D. regional trend analysis

Correct Answer: A

QUESTION 2

Service Level Agreements document the level of service provided as well as the level at which that service is provided by which two parties? (Choose two.)

- A. Help Desk manager
- B. customer
- C. service-level managers
- D. service provider
- E. stake holder

Correct Answer: BD

QUESTION 3

What is an excellent form of feedback on the type of service and support you are providing to an organization?

- A. manager surveys
- B. manager complaints
- C. customer complaints
- D. analyst reviews
- E. customer surveys
- F. analyst complaints

Correct Answer: E



QUESTION 4

What contributes most to creative and effective problem solving?

- A. practice
- B. technical training
- C. education
- D. standard resolutions

Correct Answer: A

QUESTION 5

When the morale of the team is low, which two points of personal leverage can you use to help motivate your staff? (Choose two.)

- A. produce individual and team performance reports
- B. demonstrate your commitment to the organization
- C. seek feedback from the analysts on job difficulties
- D. take the time to recruit and hire new employees

Correct Answer: BC

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