



QQ0-300^{Q&As}

HDI qualified help desk manager(hdm)

Pass HDI QQ0-300 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/qq0-300.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by HDI Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

External outsourcing by a third party is the preferred method of support in which situation?

- A. Your support organization is going through a rollout of new desktops and you anticipate that you may need to increase your staff from 20 to 25 for a three-month period.
- B. Your support organization supports a large number of remote desktops using standard office software that requires 24-hour service. Information Technology priorities do not allow management time to focus on support issues.
- C. Your support organization would like to transfer support responsibility to an outside organization. Management requires that all support be performed on the premises.
- D. Your support organization supports a number of proprietary applications and has significant security restrictions.

Correct Answer: B

QUESTION 2

A project is planned to rollout that will add new software to the network. Call volume is not expected to change as few people will have access to the new software. What requirements should you consider?

- A. scheduling requirements
- B. application requirements
- C. historical requirements
- D. staffing requirements

Correct Answer: B

QUESTION 3

Which two methods are ideal for determining the expectations of key stakeholders? (Choose two.)

- A. survey customers
- B. call service providers
- C. call other Help Desks
- D. survey focus groups

Correct Answer: AD

QUESTION 4

How can you provide direction in times of confusion or ambiguity?



- A. create a sense of control in subordinates by allowing team leaders to make critical decisions without guidance
- B. centralize communication to ensure that all team members get accurate information
- C. create a sense of trust in subordinates by not personally making decisions
- D. authorize the team leader to conduct team building activities to strengthen team ties

Correct Answer: B

QUESTION 5

Which two commonly used technologies provide near real-time feedback on organizational performance? (Choose two.)

- A. Call Management Systems
- B. web
- C. telephone
- D. e-mail
- E. broadcast messaging devices

Correct Answer: AE

[QQ0-300 PDF Dumps](#)

[QQ0-300 Practice Test](#)

[QQ0-300 Study Guide](#)