



QQ0-300^{Q&As}

HDI qualified help desk manager(hdm)

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QUESTION 1

A key component of being a qualified Help Desk manager is flexibility. In order to be a flexible Help Desk manager, you should demonstrate creative thinking, be prepared to provide answers on undocumented procedures, and .

- A. be willing to participate
- B. be able to multitask
- C. use personal abilities and resources
- D. be positive

Correct Answer: B

QUESTION 2

When major system or application problems occur, which two tasks should the Help Desk perform to minimize the impact on customers? (Choose two.)

- A. direct all calls to voice mail
- B. escalate the problem
- C. notify the customer community
- D. provide updates on the resolution status

Correct Answer: CD

QUESTION 3

To provide better service, a customer gives your Help Desk remote access privileges to their system. What are these privileges known as?

- A. moral
- B. confidential
- C. substantial
- D. integral

Correct Answer: B

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

What are three ways to maintain a balanced and positive outlook when adapting to new situations, priorities, or demands? (Choose three.)

- A. identify trends in service, and then develop resources to meet those trends
- B. concentrate on common goals during times of disagreement
- C. develop interests outside of work to provide a stress-free zone
- D. create a personal network of advisors with whom you can share problems and concerns

Correct Answer: BCD

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