



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

HDI qualified help desk manager(hdm)

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#### QUESTION 1

Which three traits should a Help Desk manager look for in Help Desk analyst candidates to assess their problem-solving abilities? (Choose three.)

- A. specialized knowledge in a discipline
- B. experience
- C. intelligence
- D. formal education

Correct Answer: ABC

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#### QUESTION 2

Which two items should you consider before making Help Desk operational decisions? (Choose two.)

- A. employee opinion
- B. personal preference
- C. cost versus benefit
- D. implications to other business units

Correct Answer: CD

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#### QUESTION 3

You are supporting someone from a different culture. How can you improve your communication? (Choose three.)

- A. pause to verify understanding
- B. speak slowly and loudly
- C. encourage the person to ask for clarification
- D. use proper/standard language expressions (eliminate slang)

Correct Answer: ACD

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#### QUESTION 4

What is deductive reasoning based on?

- A. future trends prediction



- B. a general consensus of opinion
- C. logical steps and analysis
- D. Internet research

Correct Answer: C

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#### QUESTION 5

Which concept refers to identifying required staffing based on projected volume?

- A. resource planning
- B. trend awareness
- C. outsourcing
- D. insourcing

Correct Answer: A

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