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QUESTION 1

Which three methods clarify understanding of organizational missions, strategies, strengths, weaknesses, and capabilities? (Choose three.)

- A. consistent and high-impact feedback to team members
- B. interviews with key stakeholders, customers, and leaders
- C. focus groups
- D. round-table meetings with employees

Correct Answer: BCD

QUESTION 2

Who is the most effective advocate for raising awareness of a support center in a business?

- A. senior management
- B. first-line supervisors
- C. team leaders
- D. middle management

Correct Answer: A

QUESTION 3

What are two roles of expert systems in Help Desk applications? (Choose two.)

- A. to provide Help Desk analysts with answers to every customer question
- B. to narrow down the type of problem and suggest resolutions
- C. to provide a direct channel to vendors\'\' marketing departments for new systems
- D. to provide assistance to second-level analysts for more advanced troubleshooting

Correct Answer: BD

QUESTION 4

What are two benefits of protecting and enhancing the image of the Help Desk? (Choose two.)

- A. reduced resolution rates



- B. timely call avoidance
- C. improved employee morale
- D. potential business growth

Correct Answer: CD

QUESTION 5

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

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