



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

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

How can the Help Desk best manage new services and achieve its primary goal of eliminating negative impact on your customers?

- A. be prepared to add staff should a new service fail
- B. meet regularly with stakeholders to determine training gaps
- C. meet regularly with focus groups and team members to evaluate past performances
- D. be active in the implementation plan for new products

Correct Answer: D

---

### QUESTION 2

By asking customers to evaluate your present performance and suggest improvements, what can you manage?

- A. communications
- B. financial trends
- C. stakeholder expectations
- D. direct labor resourcing

Correct Answer: C

---

### QUESTION 3

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

---

### QUESTION 4

After assessing the need for organizational development, which statement best explains what a manager must do?



- A. trend and report the change
- B. plan and implement the change
- C. implement and review the new change
- D. delegate and assign new tasks

Correct Answer: B

---

#### QUESTION 5

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 6

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

- A. reduced resolution rates
- B. improved employee morale
- C. potential business growth
- D. timely call avoidance

Correct Answer: BC

---

#### QUESTION 7

Which practice is important in improving the supportive atmosphere found in an open and positive work environment?

- A. access to computer telephony technologies
- B. specific statement of performance expectations
- C. empowerment from management
- D. use of visual status boards



Correct Answer: C

---

### QUESTION 8

Which two benefits do managers receive for conducting customer satisfaction surveys and reporting the results? (Choose two.)

- A. The feedback may indicate whether or not you are meeting your mission.
- B. Help Desk performance can be measured against expectations.
- C. Customers are more likely to provide responses on future surveys.
- D. Customers care how your Help Desk is doing.

Correct Answer: AB

---

### QUESTION 9

Organizational development needs are determined by which three methods? (Choose three.)

- A. individual assessment
- B. position profiling
- C. skill gap analysis
- D. project analysis

Correct Answer: ABC

---

### QUESTION 10

In which three ways should you provide direction and focus during ambiguous or chaotic circumstances? (Choose three.)

- A. demonstrate knowledge, use, and understanding of new team problem management
- B. sympathize with team members and leverage your presence to help provide clarity
- C. create a communication hub so that people can get accurate information
- D. provide an environment in which team members can experience a sense of continuity and control in their work lives

Correct Answer: BCD

---

### QUESTION 11

What destroys the reputation of the Help Desk and ruins the integrity of the company?



- A. poor business plans
- B. poor confidentiality
- C. poor flexibility
- D. poor problem resolution

Correct Answer: B

---

#### QUESTION 12

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 13

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

Correct Answer: A

---

#### QUESTION 14

What are three steps in an employee gap analysis? (Choose three.)

- A. compare the variance in an employee's current skills to the skills required for a specific job for which an employee is being considered (or the employee's current position)
- B. compare the job skills for the employee's current position to the skills required for the next job level



- C. list the skills of each employee and compare them to each other
- D. identify employee skills

Correct Answer: ABD

---

#### QUESTION 15

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

[Latest QQ0-300 Dumps](#)

[QQ0-300 PDF Dumps](#)

[QQ0-300 Exam Questions](#)