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Vendor: HDI

Exam Code: HD0-300

Exam Name: Help Desk Manager

Version: Demo

QUESTION NO: 1

An upcoming production rollout could heavily impact normal off-shifts. You decide to move schedules to cover the upcoming increase in calls. After the staff expresses their concerns about having to work the new shifts with little warning, you still decide to implement your off-schedule shift change.

Which leadership trait does this show?

- A. the ability to encourage team participation
- B. the ability to discourage one-person domination
- C. the ability to execute a plan despite adverse conditions
- D. the ability to identify unpopular decisions as still necessary

Answer: D

QUESTION NO: 2

Who is ultimately responsible for an employee's success or failure?

- A. the employee
- B. the employee's mentor
- C. the employee's manager
- D. the employee's team leader

Answer: A

QUESTION NO: 3

What are three benefits of mentoring programs? (Choose three)

- A. They help team members improve
- B. They help retain personnel with optimal skills.
- C. They allow team members potential growth opportunities.
- D. They help team members develop strategic vision statements.

Answer: A,B,C

QUESTION NO: 4

Your support organization has 20 frontline analysts. The Call Management System produces performance reports that show the amount of time each analyst is on the phone, performing wrap-up work, and not available. Reports also show the number of calls taken and the average talk-time

per agent. Based on these reports, what should the manager do to improve the support organization's performance?

- A. publish trend reports for the group as a whole
- B. publish a list of agents ranked by who has the most talk time.
- C. Recognize and reward the individual who handles the most calls
- D. Recognize and reward the individual who has the least "not available" time

Answer: A

QUESTION NO: 5

A customer could not get through to a support representative when calling the Help Desk in the morning. He had to call back later.

Which metric captures this situation?

- A. Time in Queue
- B. Abandonment Rate
- C. Average Speed of Answer
- D. First Call Resolution Rate

Answer: B

QUESTION NO: 6

What should be addressed in a support center's marketing plan?

- A. the support center's budget requirements
- B. the support center's staffing requirements
- C. the support center's implementation timelines
- D. the support center's role in the corporate vision

Answer: D

QUESTION NO: 7

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

- A. project analysis
- B. position profiling
- C. skill gap analysis

D. individual assessment

Answer: B,C,D

QUESTION NO: 8

Which three technologies enable Help Desks to achieve their performance goals? (Choose three)

- A. Automatic Call Distributor
- B. Interactive Voice Response
- C. Intra-monthly Monitoring System
- D. Extra-diem Reporting Application
- E. Customer Relationship Management

Answer: A,B,E

QUESTION NO: 9

Which statement about contract staffing is true?

- A. Contract employees can only be let go by their company.
- B. Contract employees receive more benefits than full-time employees
- C. Contract employees may hinder teamwork if they do not work closely with full-time employees
- D. Contract employees are allowed to work hours that are not specifically defined by their company.

Answer: C

QUESTION NO: 10

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

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

Answer: A,B,D

QUESTION NO: 11

Your Help Desk is 24x7 and covers support for many areas throughout the country. An upcoming snow storm is expected to cause power outage.

What helps you prepare for the upcoming days?

- A. call answer plans
- B. contingency plans
- C. UPS usage reports
- D. Gap analysis reports

Answer: B

QUESTION NO: 12

Which three metric calculations impact customer satisfaction? (Choose three)

- A. Average Talk Time
- B. Abandonment Rate
- C. First Call Resolution Rate
- D. Averaged Speed of Answer
- E. AverageAfter Call Work Time

Answer: B,C,D

QUESTION NO: 13

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

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

Answer: B

QUESTION NO: 14

Which two service parameters are normally addressed in a Service Level Agreement?
(Choose two)

-
- A. call flows
 - B. training material
 - C. products supported
 - D. days and hours of service

Answer: C,D

QUESTION NO: 15

Service Level Agreements document the level of service provided as well as the level at which that service is provided by which two parties?

- A. customer
- B. stake holder
- C. service provider
- D. Help Desk manager
- E. Service-level managers

Answer: A,C

QUESTION NO: 16

You want to be prepared for a potential decrease in workforce scheduling based on a decrease in customer service requests. What are the three most likely reasons for a reduction in call volume? (Choose three)

- A. Customers are better trained
- B. Customers are more experienced
- C. Business functions are outsourced
- D. System are more stable and mature.
- E. Overall business/workforce is reduced.

Answer: A,B,D

QUESTION NO: 17

What are three functions of an effective support organization in managing unresolved support issues? (Choose three)

- A. recording unresolved issues
- B. resolving customer issues

-
- C. escalating unresolved issues
 - D. monitoring unresolved issues
 - E. communicating the status of issues

Answer: C,D,E

QUESTION NO: 18

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

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

Answer: B,C,D

QUESTION NO: 19

Which traits should a Help Desk manager look for an analyst to determine if the analyst can effectively multitask?

- A. handles stress and prioritize
- B. takes the initiative and is creative
- C. takes chances and switches topics
- D. changes perspectives often and is self sufficient

Answer: A

QUESTION NO: 20

How can you pursue continuous learning to stay current with industry standards? (Choose two)

- A. create an individual development plan
- B. conduct monthly performance reviews
- C. volunteer for projects that require you to learn new information
- D. communicate a need for change by providing a compelling business rationale

Answer: A,C

QUESTION NO: 21

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

- A. Your support organization supports a number of proprietary applications and has significant security restrictions.
- B. 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.
- 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 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.

Answer: D

QUESTION NO: 22

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. manager
- B. employee
- C. employee's colleagues
- D. Human Resources Director

Answer: B

QUESTION NO: 23

What are three common problems when supporting global customers? (Choose three)

- A. Problems are not communicated clearly.
- B. Global network downtime occurs frequently.
- C. Service expectations vary from country to country.
- D. Different technologies are found in different countries.

Answer: A,C,D

QUESTION NO: 24

How can you motivate others to seek guidance?

- A. emphasize changing behaviors rather than people
- B. provide incentives that are challenging yet attainable
- C. use personal visits as an opportunity for employee feedback, support, and mentoring
- D. Evaluate performance of team members and provide support to facilitate optimum performance

Answer: C

QUESTION NO: 25

To which three types of data do companies restrict access? (Choose three)

- A. network shares
- B. personnel records
- C. payroll information
- D. proprietary information

Answer: B,C,D

QUESTION NO: 26

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

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

Answer: A,B,D

QUESTION NO: 27

Monthly performance evaluations keep analysts informed of their performance. What are two other reasons a manager should use these evaluations? (Choose two)

- A. to determine the required skills
- B. to determine the proper temperament
- C. to establish the required Service Level Agreements

D. to determine the proper insourcing/outsourcing levels

Answer: A,B

QUESTION NO: 28

What is an excellent form of feedback on the type of service and support you are providing to an organization?

- A. analyst reviews
- B. manager surveys
- C. analyst complaints
- D. customer surveys
- E. manager complaints
- F. customer complaints

Answer: D

QUESTION NO: 29

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. integral
- C. substantial
- D. confidential

Answer: D

QUESTION NO: 30

What are two advantages of Computer Telephony integration applications? (Choose two)

- A. It enables intelligent routing of calls.
- B. It reduces costs by increasing productivity.
- C. It allows effective communication over the internet.
- D. The manual logging of call-related information can be used for invoicing purposes.

Answer: A,B

QUESTION NO: 31

What should you do to ensure that your Help Desk support strategies align with the organization being supported?

- A. minimize cost
- B. propose the highest level of support possible
- C. study best practices for top performing organizations and set your strategies accordingly
- D. consider the impact of the proposed services on the success of the organization as a whole

Answer: D

QUESTION NO: 32

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

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

Answer: C,D

QUESTION NO: 33

Many different reports are analyzed by Help Desk managers. Which report allows managers to determine the "best practice" that their Help Desk should use, compared to the "current practice" they are using?

- A. stat reviews
- B. gap analysis
- C. analyst reviews
- D. regional trend analysis

Answer: B

QUESTION NO: 34

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

Answer: C

QUESTION NO: 35

Analysts play a large part in ensuring that the Help Desk provides consistent service to customers. Which two regularly scheduled events ensure that your analysts provide consistent service? (Choose two)

- A. analyst reviews
- B. analyst training
- C. analyst interviews
- D. analyst focus groups

Answer: A,B

QUESTION NO: 36

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. be active in the implementation plan for new products
- C. meet regularly with stakeholders to determine training gaps
- D. meet regularly with focus groups and team members to evaluate past performances

Answer: B

QUESTION NO: 37

What is the benefit of outsourcing compared to insourcing?

- A. improved quality
- B. improved average speed of answer
- C. greater control of support resources
- D. lower capital cost for equipment and systems

Answer: D

QUESTION NO: 38

What should analysts do to ensure that a shared work environment is effective?

- A. use discretion and courtesy
- B. play music to reduce stress levels
- C. makes the environment as comfortable as possible with pictures and colors.
- D. Allow employees to adjust their workstations to meet their personal needs

Answer: A

QUESTION NO: 39

What should the Help Desk manager attend to in order to better understand the needs and feelings of others? (Choose two)

- A. written documentation
- B. verbal communications
- C. non-verbal communications
- D. past performance problems

Answer: B,C

QUESTION NO: 40

Which three actions can you take to reduce the risk of customer conflict? (Choose three)

- A. be respectful
- B. do not interrupt
- C. let the customer vent
- D. change your rate of speech
- E. change the tone in your voice

Answer: A,B,C

QUESTION NO: 41

What deductive reasoning based on?

-
- A. Internet research
 - B. Future trends predication
 - C. Logical steps and analysis
 - D. A general consensus of opinion

Answer: C

QUESTION NO: 42

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

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

Answer: C,D

QUESTION NO: 43

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

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

Answer: A,B,D

QUESTION NO: 44

What are two ways a Help Desk manager can improve awareness and consideration of other business units in Help Desk planning? (Choose two)

- A. require regular meetings with your employees
- B. review historical successes and failure of the organization
- C. create clear roles and responsibilities for all team members
- D. participate in enterprise-wide initiatives and cross-functional teams

Answer: B,D

QUESTION NO: 45

What should you consider when performing workforce scheduling and resource planning?
(Choose three)

- A. insourcing and outsourcing procedures
- B. the random nature of call arrival patterns
- C. the need to identify required staffing based on projected volume
- D. how to project future workloads based on past request arrival patterns

Answer: B,C,D

QUESTION NO: 46

What should be clearly communicated to stakeholders when marketing a support center?

- A. the support center's staffing requirements
- B. the support center's implementation timelines
- C. the support center's infrastructure requirements
- D. the support center's effect on operational productivity

Answer: D

QUESTION NO: 47

Which four factors are important when dealing with an individual's performance problem? (Choose four)

- A. timeliness
- B. personality
- C. consequences
- D. specific details
- E. performance responsibility

Answer: A,C,D,E

QUESTION NO: 48

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

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

Answer: D

QUESTION NO: 49

Which three statements about effective inter-departmental relationships are true? (Choose three)

- A. Management responsibilities are shared.
- B. Other departments are supported even when they make a mistake
- C. You treat people in your organization as if they were your customer
- D. Information is shared among departments within your organization

Answer: B,C,D

QUESTION NO: 50

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

- A. identify employee skills
- B. list the skills of each employee and compare them to each other
- C. compare the job skills for the employee's current position to the skills required for the next job level.
- D. Compare the variance in an employee's current skills to the required for a specific job for which an employee is being considered (or the employee's current position)

Answer: A,C,D

QUESTION NO: 51

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

- A. Customers care how your Help Desk is doing
- B. Help Desk performance can be measured against expectations

-
- C. Customers are more likely to provide responses of futuresurvey's
 - D. The feedback may indicate whether or not you are meeting your mission

Answer: B,D

QUESTION NO: 52

What are two benefits of external outsourcing?

- A. It improves teamwork
- B. It frees up space and equipment for internal growth.
- C. It allows rapid improvement in support quality without impacting the customers being supported
- D. It allows management to focus on the quality of the service provided rather than on the processes for delivering the service

Answer: B,D

QUESTION NO: 53

What should the Help Desk consider when working with different customers?

- A. All customers consider their problem to be an emergency
- B. All customers are unique individuals with their own perceptions
- C. All customers have similar expectations regarding quality service
- D. Customers who work for the same company have similar expectations

Answer: B

QUESTION NO: 54

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

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

Answer: D,E

QUESTION NO: 55

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

- A. to narrow down the type of problem and suggest resolutions
- B. to provide Help Desk analysts with answers to every customer QUESTION NO:
- C. to provide a direct channel to vendor's marketing departments for new systems
- D. to provide assistances to second-level analysts for more advanced troubleshooting

Answer: A,D

QUESTION NO: 56

When the morale of the team is low, which two points of personal leverage can you use to help motivate your staff? (Choose two)

- A. take the time to recruit and hire new employees
- B. produce individual and team performance reports
- C. demonstrate your commitment to the organization
- D. seek feedback from the analysts on job difficulties

Answer: C,D

QUESTION NO: 57

What should you use to define a Help Desk's role in an organization?

- A. job descriptions
- B. development plans
- C. goals and objectives
- D. vision and mission statement

Answer: D

QUESTION NO: 58

What contributes most to creative and effective problem solving?

- A. practice
- B. education
- C. technical training
- D. standard resolutions

Answer: A

QUESTION NO: 59

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- A. to narrow the type of problem and suggest resolutions
- B. to provide Help Desk analysts with answers to every customer QUESTION NO:
- C. to provide a direct channel to vendor's marketing departments for new systems
- D. to provide assistance to second-level analysts for more advanced troubleshooting

Answer: A,D

QUESTION NO: 60

A customer could not get through to a support representative when calling the Help Desk in the morning. He had to call back later.

Which metric captures this situation?

- A. Time in Queue
- B. Abandonment Rate
- C. Average Speed Answer
- D. First Call Resolution Rate

Answer: B

QUESTION NO: 61

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

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

Answer: D

QUESTION NO: 62

When the morale of the team is low, which two points of personal leverage can you use to help motivate your staff? (Choose two)

-
- A. take the time recruit and hire new employees
 - B. produce individual and team performance reports
 - C. demonstrate your commitment to the organization
 - D. seek feedback from the analysts on job difficulties

Answer: C,D

QUESTION NO: 63

How does a Computer Telephony Integration system interface with a Customer Management System to make trouble reporting more effective?

- A. It automatically solves customer problems.
- B. It eliminates the need for monitoring call volume.
- C. It eliminates the need for training Help Desk analysts.
- D. It automatically exchanges accurate and useful information.

Answer: D

QUESTION NO: 64

What are three characteristics of performance measurement? (Choose three)

- A. reliable
- B. realistic
- C. inflexible
- D. objective
- E. subjective

Answer: A,B,D

QUESTION NO: 65

Which two tools can the Help Desk most effectively use to provide key information to all customers and communicate the severity of a problem rapidly? (Choose two)

- A. e-mail
- B. voice mail
- C. white boards
- D. instant messenger
- E. overnight express mail

Answer: A,B

QUESTION NO: 66

Which two actions ensure consistent customer service? (Choose two)

- A. acknowledge the benefit of the customer's idea
- B. ascertain that priority and severity levels are congruent
- C. provide everyone on the Help Desk with similar training
- D. ensure that customers are aware of Help Desk contributions

Answer: B,C

QUESTION NO: 67

Which technology reduces Help Desk call volumes?

- A. e-mail
- B. telephone
- C. voice mail
- D. self-service

Answer: D

QUESTION NO: 68

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

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

Answer: A,B,D

QUESTION NO: 69

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. manager
 - B. employee
 - C. employee's colleagues
 - D. Human Resources Director.

Answer: B

QUESTION NO: 70

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

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

Answer: B

QUESTION NO: 71

An analyst comes to you with several ideas on how to solve your slow network-connection protection problem. Your network support team is responsible for solving this problem and is presently working on it. You decide to let the analyst fix the problem.

Which three leadership practices did you use? (Choose three)

- A. encourage participation
- B. encourage others to be creative
- C. encourage others to take initiative
- D. encourage positive perspective within teams

Answer: A,B,C

QUESTION NO: 72

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

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

Answer: B

QUESTION NO: 73

What are three reasons that companies institute security programs? (Choose three)

- A. lower costs
- B. legal mandate
- C. loss potential
- D. corporate responsibility

Answer: B,C,D

QUESTION NO: 74

What are two enabling factors of the HDI Certified Support Center model? (Choose two)

- A. results
- B. leadership
- C. resources
- D. satisfaction

Answer: B,C

QUESTION NO: 75

When marketing a support center, what should be clearly communicated to stakeholders?

- A. RETURN ON INVESTMENT
- B. STAFFING REQUIREMENTS
- C. IMPLEMENTATION TIMELINES
- D. INFRASTRUCTURE REQUIREMENTS

Answer: A

QUESTION NO: 76

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. be active in the implementation plan for new products
 - C. meet regularly with stakeholders to determine training gaps
 - D. meet regularly with focus groups and team members to evaluate past performances.

Answer: B

QUESTION NO: 77

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

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

Answer: C

QUESTION NO: 78

Which three statements about contract staffing are true? (Choose three)

- A. It enhances teamwork
- B. It allows the company to "try before they buy"
- C. It provides the ability to manage periodic peaks in workloads
- D. It can reduce the time it takes for agents to be effective on the phone.

Answer: B,C,D

QUESTION NO: 79

Which three ensure the realization of an employee's potential? (Choose three)

- A. training plans
- B. employee salary
- C. job descriptions
- D. employee satisfaction

Answer: A,C,D

QUESTION NO: 80

Your Help Desk is 24x7 and covers support for many areas throughout the country. An upcoming snow storm is expected to cause power outages.

What helps you prepare for the upcoming days?

- A. call answer plans
- B. contingency plans
- C. UPS usage reports
- D. Gap analysis reports

Answer: B

QUESTION NO: 81

Which three statements describe how to recruit and retain people who possess optional skills and good personal traits? (Choose three)

- A. review salary expectations in relation to departmental constraints
- B. involve model team members in the interview and selection process
- C. review your team's structure for opportunities to leverage the skill mix
- D. perform a job analysis to determine the required skills and temperament.

Answer: B,C,D

QUESTION NO: 82

Contract staffing is best described by which statement?

- A. Contract employees typically work for a clearly defined time frame
- B. Contract employees need more initial training than full-time employees.
- C. Contract employees perform work that is not normally done by a full-time employee
- D. Contract employees work independently and are not considered part of an organizational unit.

Answer: A

QUESTION NO: 83

Which two service parameters are normally addressed in a Service Level Agreement?
(Choose two)

- A. call flows

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