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Vendor: HDI

Exam Code: QQ0-300

Exam Name: HDI qualified help desk manager(hdm)

Version: Demo

Exam A

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

QUESTION 2

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

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

Correct Answer: ACD

QUESTION 3

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

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

Correct Answer: ADE

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

QUESTION 5

Which statement about contract staffing is true?

- A. Contract employees are not allowed to work hours that are not specifically defined 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 can only be let go by their company.

Correct Answer: C

QUESTION 6

Who is primarily responsible for creating a positive work environment?

- A. executives
- B. managers
- C. Human Resources
- D. everyone

Correct Answer: D

QUESTION 7

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

Correct Answer: D

QUESTION 8

Which analysis report helps a manager determine the need for additional organizational skill development?

- A. gap analysis
- B. analyst analysis
- C. project analysis
- D. job analysis

Correct Answer: A

QUESTION 9

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 10

Which technology reduces Help Desk call volumes?

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

Correct Answer: D

QUESTION 11

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. recognize and reward the individual who handles the most calls
- B. publish a list of agents ranked by who has the most talk time

- C. recognize and reward the individual who has the least "not available" time
- D. publish trend reports for the group as a whole

Correct Answer: D

QUESTION 12

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 13

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

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Correct Answer: BCD

QUESTION 14

Which three should be included in the professional development plans for your staff? (Choose three.)

- A. an assessment of each member's strengths and weaknesses in comparison to those that are required for the current position
- B. a list of classes available in your corporate training center
- C. an assessment of each member's strengths and weaknesses in comparison to those that are required for the next job which the staff member is seeking
- D. a list of training programs that the staff member should take in the months ahead

Correct Answer: ACD

QUESTION 15

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. First Call Resolution Rate
- C. Average Speed of Answer
- D. Abandonment Rate

Correct Answer: D

QUESTION 16

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

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

Correct Answer: CD

QUESTION 17

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

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

Correct Answer: AD

QUESTION 18

Acme Brick Company is experiencing significant growth and making rapid changes to its technology. The increased number of support calls has impacted service levels. To solve the problem, management is considering outsourcing, insourcing, or contracting for staff. In which situation should management choose the "contracting for staff" option?

- A. Management believes that call volumes will remain at the current levels for the next several years.
- B. Management believes that dealing with support organization issues is distracting its attention and ability to deliver new business applications.
- C. Management is uncertain as to the support headcounts that will be needed in the months ahead, but it is certain that increases are needed now.
- D. Management believes that staffing loads have peaked and that things should slow down over the next two weeks.

Correct Answer: C

QUESTION 19

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

Correct Answer: BC

QUESTION 20

Which two techniques are effective in preventing or eliminating customer conflict? (Choose two.)

- A. maintaining normal voice modulation with the customer
- B. matching voice modulation with the customer
- C. empathizing with the customer during problem resolution
- D. instructing the customer in problem resolution

Correct Answer: AC

QUESTION 21

Call volume increases whenever a new release of software is deployed, causing an increase in the Abandonment Rate. You have decided to increase staff for the new release scheduled to rollout in three months. What helped you make your decision? (Choose two.)

- A. change management
- B. workforce scheduling
- C. quality assurance
- D. disaster recovery

E. trend analysis

Correct Answer: BE

QUESTION 22

Customer satisfaction surveys provide feedback on . (Choose two.)

- A. corporate directives
- B. how well you are fulfilling your mission
- C. how to create levels of service that are negotiated and standardized
- D. your Help Desk's performance

Correct Answer: BD

QUESTION 23

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

QUESTION 24

What are two benefits of external outsourcing compared to contract staffing? (Choose two.)

- A. fewer employee benefit issues
- B. fewer management issues
- C. the ability to easily extend the hours of support
- D. the ability to handle peak periods associated with new technology rollouts

Correct Answer: BC

QUESTION 25

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

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

Correct Answer: BD

QUESTION 26

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

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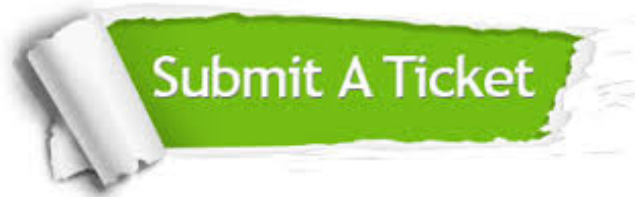
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