

# HD0-300<sup>Q&As</sup>

Help Desk Manager

**Pass HDI HD0-300 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.certbus.com/hd0-300.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

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

Correct Answer: D

---

#### QUESTION 2

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

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

Correct Answer: BCD

---

#### QUESTION 3

What statement best describes leadership in a support center?

- A. A support center leader decides what needs to be accomplished.
- B. A support center leader focuses on process rather than efficiency.
- C. A support center leader is an ongoing champion of service excellence.
- D. A support center leader sides with staff against customers.

Correct Answer: C

---

#### QUESTION 4

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

Correct Answer: A

---

#### QUESTION 5

A key component of being a qualified Help Desk manager is flexibility. In order to be a flexible Help Desk manager, you should demonstrate creative thinking, be prepared to provide answers on undocumented procedures, and

- A. be positive
- B. be able to multitask
- C. be willing to participate
- D. use personal abilities and resources

Correct Answer: B

---

#### QUESTION 6

What is the most common disadvantage of IT configuration management programs?

- A. IT configuration management programs are labor intensive.
- B. IT configuration management programs are prohibitively expensive.
- C. IT configuration management programs do not meet customers\' needs.
- D. IT configuration management programs have a low return on investment (ROI).

Correct Answer: A

---

#### QUESTION 7

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 there months. What helped you make your decision? (Choose two)

- A. trend analysis
- B. disaster recovery
- C. quality assurance

- D. change management
- E. workforce scheduling

Correct Answer: AE

---

#### QUESTION 8

What is the best description of remote control?

- A. Remote control allows the analyst to control which applications a customer can use from a remote location.
- B. Remote control allows the analyst to take control of the customer's PC from a remote location.
- C. Remote control allows the analyst's supervisor to take control of a call from a remote location.
- D. Remote control allows the customer to control which analyst will provide support.

Correct Answer: B

---

#### QUESTION 9

What is the best description of the support center's role in the problem management process?

- A. The support center advises customers of how to best avoid problems.
- B. The support center documents incidents and problems as they occur.
- C. The support center fixes all reported problems as rapidly as possible.
- D. The support center keeps management informed of all reported problems.

Correct Answer: B

---

#### QUESTION 10

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

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

Correct Answer: BCD

---

#### QUESTION 11

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

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

Correct Answer: BC

---

#### QUESTION 12

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.

Correct Answer: AB

---

#### QUESTION 13

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.

Correct Answer: BCD

---

#### QUESTION 14

What is a best practice for providing direction and focus under chaotic circumstances?

- A. Advise staff that big changes are imminent.
- B. Assure staff that everything is fine.
- C. Empathize with your team members.
- D. Offer unpaid leave to your staff.

Correct Answer: C

---

**QUESTION 15**

What is the best description of a briefing?

- A. A briefing is a one-on-one meeting with an employee.
- B. A briefing is a short meeting used to communicate status updates.
- C. A briefing is a team meeting that is held regularly.
- D. A briefing is a written update to senior management.

Correct Answer: B

[HD0-300 PDF Dumps](#)

[HD0-300 Practice Test](#)

[HD0-300 Braindumps](#)