HD0-300$^{Q\&As}$

Help Desk Manager

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QUESTION 1

What is the most important part of creating and delivering presentations?

A. Direct the presentation to the most important attendees.

B. Focus on the content and the message of the presentation.

C. Include microscopic details in your presentation materials.

D. Use cutting edge and visually impressive presentation media.

Correct Answer: B

QUESTION 2

What is the most appropriate situation for providing deskside support?

A. Providedeskside support if the customer doesn\\'t understand the service level agreement.

B. Providedeskside support if the support center is not busy.

C. Providedeskside support if you must replace the customer\\'s hardware.

D. Providedeskside support if you need to calm the customer down.

Correct Answer: C

QUESTION 3

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 4

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

Correct Answer: D

QUESTION 5

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. make the environment as comfortable as possible with pictures and colors

D. allow employees to adjust their workstations to meet their personal needs

Correct Answer: A

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