HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

B. to provide Help Desk analysts with answers to every customer

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

Correct Answer: AD

QUESTION 2

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 3

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

Correct Answer: D

QUESTION 4

What is the best description of a hot continuity site?

A. A hot continuity site is a continuity facility that has been identified but does not have any equipment installed.

B. A hot continuity site is a facility that is immediately available to be used without disruption to the customer.

C. A hot continuity site is required in frigid climates if equipment is sensitive to cold.

D. A hot continuity site is a secondary location where a quick transfer can occur with minimal disruption to the

customer.

Correct Answer: B

QUESTION 5

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

Correct Answer: AB

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