

# QQ0-300<sup>Q&As</sup>

HDI qualified help desk manager(hdm)

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**QUESTION 1**

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

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

Correct Answer: ABC

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**QUESTION 2**

Which technology reduces Help Desk call volumes?

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

Correct Answer: D

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**QUESTION 3**

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

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

Correct Answer: D

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**QUESTION 4**

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

- A. communicating the status of issues
- B. escalating unresolved issues

- C. resolving customer issues
- D. monitoring unresolved issues
- E. recording unresolved issues

Correct Answer: ABD

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**QUESTION 5**

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. confidential
- C. substantial
- D. integral

Correct Answer: B

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