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QUESTION 1

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

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

Correct Answer: BD

QUESTION 4

To which three types of data do companies restrict access? (Choose three.)

- A. network shares

- B. personnel records
- C. payroll information
- D. proprietary information

Correct Answer: BCD

QUESTION 5

How can the Help Desk best manage new services and achieve its primary goal of eliminating negative impact on your customers?

- A. be active in the implementation plan for new products
- B. be prepared to add staff should a new service fail
- C. meet regularly with stakeholders to determine training gaps
- D. meet regularly with focus groups and team members to evaluate past performances

Correct Answer: A

QUESTION 6

When marketing a support center, what should be clearly communicated to stakeholders?

- A. infrastructure requirements
- B. return on investment
- C. implementation timelines
- D. staffing requirements

Correct Answer: B

QUESTION 7

How does a Computer Telephony Integration system interface with a Customer Management System to make trouble reporting more effective?

- A. It automatically solves customer problems.
- B. It eliminates the need for training Help Desk analysts.
- C. It automatically exchanges accurate and useful information.
- D. It eliminates the need for monitoring call volume.

Correct Answer: C

QUESTION 8

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 9

What is deductive reasoning based on?

- A. logical steps and analysis
- B. future trends prediction
- C. Internet research
- D. a general consensus of opinion

Correct Answer: A

QUESTION 10

What are three steps in an employee gap analysis? (Choose three.)

- A. compare the variance in an employee's current skills to the skills required for a specific job for which an employee is being considered (or the employee's current position)
- B. compare the job skills for the employee's current position to the skills required for the next job level
- C. list the skills of each employee and compare them to each other
- D. identify employee skills

Correct Answer: ABD

QUESTION 11

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

- A. Information is shared among departments within your organization.

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

Correct Answer: ABC

QUESTION 12

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

QUESTION 13

What can a Help Desk manager do to encourage Help Desk analysts to keep current with industry developments? (Choose three.)

- A. prevent open discussions of new technologies at work
- B. promote information sharing and learning
- C. put processes in place for encouraging creativity
- D. put procedures in place for screening potential ideas
- E. require a formal plan before consideration of new ideas

Correct Answer: BCD

QUESTION 14

A project is planned to rollout that will add new software to the network. Call volume is not expected to change as few people will have access to the new software. What requirements should you consider?

- A. scheduling requirements
- B. application requirements
- C. historical requirements
- D. staffing requirements

Correct Answer: B

QUESTION 15

How can you motivate others to seek guidance?

- A. use personal visits as an opportunity for employee feedback, support, and mentoring
- B. provide incentives that are challenging yet attainable
- C. emphasize changing behaviors rather than people
- D. evaluate performance of team members and provide support to facilitate optimum performance

Correct Answer: A

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