

# QQ0-300

## HDI

### Help Desk Manager

Visit: <http://www.pass4sureofficial.com/exams.asp?examcode=QQ0-300>

Pass4sureofficial.com is a reputable IT certification examination guide, study guides and audio exam provider, we not only ensure that you pass your QQ0-300 exam in first attempt, but also you can get a high score to acquire HDI certification.

If you use pass4sureofficial QQ0-300 Certification questions and answers, you will experience actual QQ0-300 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our HDI exam prep covers over 95% of the questions and answers that may be appeared in your QQ0-300 exam. Every point from pass4sure QQ0-300 PDF, QQ0-300 review will help you take HDI QQ0-300 exam much easier and become HDI certified. All the Questions/Answers are taken from real exams.

Here's what you can expect from the Pass4sureOfficial HDI QQ0-300 course:

- \* Up-to-Date HDI QQ0-300 questions taken from the real exam.
- \* 100% correct HDI QQ0-300 answers you simply can't find in other QQ0-300 courses.
- \* All of our tests are easy to download. Your file will be saved as a QQ0-300 PDF.
- \* HDI QQ0-300 brain dump free content featuring the real QQ0-300 test questions.

HDI QQ0-300 certification exam is of core importance both in your Professional life and HDI certification path. With HDI certification you can get a good job easily in the market and get on your path for success. Professionals who passed HDI QQ0-300 exam training are an absolute favorite in the industry. You will pass HDI QQ0-300 certification test and career opportunities will be open for you.



**QUESTION 1**

An upcoming production rollout could heavily impact normal off-shifts. You decide to move schedules to cover the upcoming increase in calls. After the staff expresses their concerns about having to work the new shifts with little warning, you still decide to implement your off-schedule shift change.

Which leadership trait does this show?

- A. the ability to encourage team participation
- B. the ability to discourage one-person domination
- C. the ability to execute a plan despite adverse conditions
- D. the ability to identify unpopular decisions as still necessary

Answer: D

---

**QUESTION 2**

Who is ultimately responsible for an employee's success or failure?

- A. the employee
- B. the employee's mentor
- C. the employee's manager
- D. the employee's team leader

Answer: A

---

**QUESTION 3**

What are three benefits of mentoring programs? (Choose three)

- A. They help team members improve
- B. They help retain personnel with optimal skills.
- C. They allow team members potential growth opportunities.
- D. They help team members develop strategic vision statements.

Answer: A,B,C

---

**QUESTION 4**

Your support organization has 20 frontline analysts. The Call Management System produces performance reports that show the amount of time each analyst is on the phone, performing wrap-up work, and not available. Reports also show the number of calls taken and the average talk-time per agent.

Based on these reports, what should the manager do to improve the support organization's performance?

- A. publish trend reports for the group as a whole
- B. publish a list of agents ranked by who has the most talk time.
- C. Recognize and reward the individual who handles the most calls

D. Recognize and reward the individual who has the least "not available" time

Answer: A

---

**QUESTION 5**

A customer could not get through to a support representative when calling the Help Desk in the morning. He had to call back later.

Which metric captures this situation?

- A. Time in Queue
- B. Abandonment Rate
- C. Average Speed of Answer
- D. First Call Resolution Rate

Answer: B

---

**QUESTION 6**

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

Answer: D

---

**QUESTION 7**

Organizational development needs are determined by which three methods?

(Choose three)

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

Answer: B,C,D

---

**QUESTION 8**

Which three technologies enable Help Desks to achieve their performance goals?

(Choose three)

- A. Automatic Call Distributor
- B. Interactive Voice Response
- C. Intra-monthly Monitoring System
- D. Extra-diem Reporting Application
- E. Customer Relationship Management

Answer: A,B,E

---

**QUESTION 9**

Which statement about contract staffing is true?

- A. Contract employees can only be let go by their company.
- B. Contract employees receive more benefits than full-time employees
- C. Contract employees may hinder teamwork if they do not work closely with full-time employees
- D. Contract employees are allowed to work hours that are not specifically defined by their company.

Answer: C

---

**QUESTION 10**

What are three ways to maintain a balanced and positive outlook when adapting to new situations, priorities, or demands? (Choose three)

- A. concentrate on common goals during times of disagreement
- B. develop interests outside of work to provide a stress-free zone
- C. identify trends in service, and then develop resources to meet those trends
- D. create a personal network of advisors with whom you can share problems and concerns.

Answer: A,B,D

---

**QUESTION 11**

Your Help Desk is 24x7 and covers support for many areas throughout the country.

An upcoming snow storm is expected to cause power outage.

What helps you prepare for the upcoming days?

- A. call answer plans
- B. contingency plans
- C. UPS usage reports
- D. Gap analysis reports

Answer: B

---

**QUESTION 12**

Which three metric calculations impact customer satisfaction? (Choose three)

- A. Average Talk Time
- B. Abandonment Rate
- C. First Call Resolution Rate
- D. Averaged Speed of Answer

## Pass4SureOfficial.com Lifetime Membership Features;

- Pass4SureOfficial Lifetime Membership Package includes over **2500** Exams.
- **All** exams Questions and Answers are included in package.
- **All** Audio Guides are included **free** in package.
- **All** Study Guides are included **free** in package.
- **Lifetime** login access.
- Unlimited download, no account expiry, no hidden charges, just one time \$99 payment.
- **Free updates** for Lifetime.
- **Free Download Access** to All new exams added in future.
- Accurate answers with explanations (If applicable).
- Verified answers researched by industry experts.
- Study Material **updated** on regular basis.
- Questions, Answers and Study Guides are downloadable in **PDF** format.
- Audio Exams are downloadable in **MP3** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams (Q&A) downloads

<http://www.pass4sureofficial.com/allexams.asp>

View list of All Study Guides (SG) downloads

<http://www.pass4sureofficial.com/study-guides.asp>

View list of All Audio Exams (AE) downloads

<http://www.pass4sureofficial.com/audio-exams.asp>

Download All Exams Samples

<http://www.pass4sureofficial.com/samples.asp>

To purchase \$99 Lifetime Full Access Membership click here

<http://www.pass4sureofficial.com/purchase.asp>

3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	SNIA	

