

**100%** Money Back  
**Guarantee**

**Vendor:**HDI

**Exam Code:**HD0-300

**Exam Name:**Help Desk Manager

**Version:**Demo

**QUESTION 1**

What deductive reasoning based on?

- A. Internet research
- B. Future trends predication
- C. Logical steps and analysis
- D. A general consensus of opinion

Correct Answer: C

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**QUESTION 2**

An analyst comes to you with several ideas on how to solve your slow network-connection protection problem. Your network support team is responsible for solving this problem and is presently working on it. You decide to let the analyst fix the problem. Which three leadership practices did you use? (Choose three)

- A. encourage participation
- B. encourage others to be creative
- C. encourage others to take initiative
- D. encourage positive perspective within teams

Correct Answer: ABC

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**QUESTION 3**

What is a best practice when taking action that will affect other departments or teams?

- A. Give serious consideration to what people will think of you if your ideas do not work.
- B. Hold discussions with other managers to identify the possible effects of your actions.
- C. Implement your ideas as soon as you have decided on the best course of action.
- D. Make a presentation to other teams letting them know what you have done.

Correct Answer: B

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**QUESTION 4**

Which three statements describe how to recruit and retain people who possess optional skills and good personal traits? (Choose three)

- A. review salary expectations in relation to departmental constraints
- B. involve model team members in the interview and selection process
- C. review your team's structure for opportunities to leverage the skill mix
- D. perform a job analysis to determine the required skills and temperament.

Correct Answer: BCD

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#### **QUESTION 5**

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

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#### **QUESTION 6**

Which statement best describes IT configuration management?

- A. IT configuration management controls the support center's hardware.
- B. IT configuration management is a comprehensive IT library.
- C. IT configuration management is lifecycle management for IT equipment.
- D. IT configuration management restricts the improper use of software.

Correct Answer: C

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#### **QUESTION 7**

Which three actions demonstrate the Support Center management's effectiveness in problem reduction? (Choose three)

- A. performing customer assessments
- B. implementing preventive measures
- C. identifying daily, weekly, and monthly trends
- D. ensuring that customer contacts are logged

Correct Answer: BCD

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**QUESTION 8**

- C. carefully craft your responses to
- D. re-interpret the message based on external input
- E. insert personal experiences into the conversation
- F. make an effort to hear precisely what is being said.

Correct Answer: ABF

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**QUESTION 9**

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

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

Correct Answer: BCD

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**QUESTION 10**

Which two commonly used technologies provide near real-time feedback on organizational performance? (Choose two)

- A. web
- B. e-mail
- C. telephone
- D. Call Management Systems
- E. Broadcast messaging devices

Correct Answer: DE

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**QUESTION 11**

What contributes most to creative and effective problem solving?

- A. practice

B. education

C. technical training

D. standard resolutions

Correct Answer: A

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**QUESTION 12**

Which function is most likely to be performed by a self-healing tool?

A. Self-healing tools delete illegal software.

B. Self-healing tools run auto backups.

C. Self-healing tools shut down computer systems.

D. Self-healing tools update registry settings.

Correct Answer: D