

# E20-380

## EMC

### *Storage Management Implementation*

*OfficialCerts.com is a reputable IT certification examination guide, study guides and audio exam provider. We ensure that you pass your E20-380 exam in first attempt and also get high scores to acquire EMC certification.*

*If you use OfficialCerts E20-380 Certification questions and answers, you will experience actual E20-380 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our EMC exam prep covers over 95% of the questions and answers that may be appeared in your E20-380 exam. Every point from pass4sure E20-380 PDF, E20-380 review will help you take EMC E20-380 exam much easier and become EMC certified.*

*Here's what you can expect from the OfficialCerts EMC E20-380 course:*

- \* Up-to-Date EMC E20-380 questions as experienced in the real exam.*
- \* 100% correct EMC E20-380 answers you simply can't find in other E20-380 courses.*
- \* All of our tests are easy to download. Your file will be saved as a E20-380 PDF.*
- \* EMC E20-380 brain dump free content featuring the real E20-380 test questions.*

*EMC E20-380 certification exam is of core importance both in your Professional life and EMC certification path. With EMC certification you can get a good job easily in the market and get on your path for success. Professionals who passed EMC E20-380 exam training are an absolute favorite in the industry. You will pass EMC E20-380 certification test and career opportunities will be open for you.*

<http://tripleamarine.com/?cert=exams.asp?examcode=E20-380>



**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?

- . Contract employees can only be let go by their company.
- . Contract employees receive more benefits than full-time employees
- . Contract employees may hinder teamwork if they do not work closely with full-time employees
- . 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

## OfficialCerts.com Certification Exam Full Version Features;

- Verified answers researched by industry experts.
- Exams **updated** on regular basis.
- Questions, Answers are downloadable in **PDF** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams we offer;

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

To contact our Support;

<http://www.officialcerts.com/support.asp>

View FAQs

<http://www.officialcerts.com/faq.asp>

Download All Exams Samples

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

To purchase Full Version and updated exam;

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



Shop now using **PayPal**



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	Google	

*You have made the*  
**Right Choice**

You are becoming member of most comprehensive, accurate, highest quality and lowest cost certification resource in the world.

