CA Technologies CAT-200

CA Service Desk Manager r12 Administrator Exam
Version: 4.0

QUESTION NO: 1

What are the components of a notification rule? (Choose three)

A. Services
B. Contacts
C. Constraints
D. Condition macro
E. Message template

Answer: B,D,E
Explanation:

QUESTION NO: 2

Level 1 CA Service Desk Analysts can use the CA Service Desk Quick Profile page to:

A. Create templates
B. Search knowledge documents for relevant information
C. Search for information about the end user during a support call.
D. Access the end user's computer and resolve the problem during the call.

Answer: C
Explanation:

QUESTION NO: 3

Each CA Service Desk role record MUST be configured with:

A. One form group
B. One service type
C. Three work shifts,
D. Two data partitions.

Answer: A
Explanation:

QUESTION NO: 4

For the Level 2 Analyst role, which additional My Queue items can you view on the Scoreboard? (Choose two)

A. My Incidents
B. My Requests
C. My Problems
D. My Change Orders

Answer: C,D
Explanation:

QUESTION NO: 5

On which tab can you find Incidents related to a Problem?

A. Event Log tab
B. Knowledge tab
C. Attachments tab
D. Attached Incidents tab

Answer: D
Explanation:

QUESTION NO: 6

Which component enables you to track and take action on tickets automatically to help you avoid breaching Service Level Agreements (SLAs)?

A. Notification
B. Service type
C. Change order
D. Object Manager

Answer: B
Explanation:

QUESTION NO: 7