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CA Service Desk Manager r12 Administrator Exam

CA Technologies CAT-200

Version Demo

Total Demo Questions: 5

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Level 3 CA Service Desk Analyst, Indira Chopra, resolves a ticket and returns it immediately to single point of contact (SPOC), Cliff Warner. Cliff needs to verify with the user that the issue is resolved and:

A. Ask the end user to close the ticket

B. Return the ticket to Indira for closure

C. Close the ticket, which sets it to inactive

D. Set the ticket to pending in case there are related issues

ANSWER: C

QUESTION NO: 2

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

QUESTION NO: 3

Which features characterize data partitions? (Choose two)

A. There are three types

B. They implement role-level security

C. They implement record-level security

D. They can be assigned to contacts and access types

ANSWER: C D

QUESTION NO: 4

A valid value for a stored query Key Performance Indicator (KPI) metric type is:

A. Max

B. Sum

C. Count

D. Duration

ANSWER: C

QUESTION NO: 5

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