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# CAT-200

## CA-Technologies

*CA Service Desk Manager r12 Administrator Exam*

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**QUESTION: 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

**QUESTION: 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

**QUESTION: 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

**QUESTION: 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

**QUESTION: 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

**QUESTION: 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

**QUESTION: 7**

On which items can you use templates to set values? (Choose three)

- A. Log
- B. Task
- C. Incident
- D. Request
- E. Change Order

**Answer:** C, D, E

**QUESTION: 8**

What happens when First Call Resolution occurs?

- A. A Level 2 Analyst resolves Problems.



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