IT-DUMPS Q&A

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Exam : **CAT-180**

Title : CA Service Desk Manager r12 Professional

Version : DEMO

1.Which code calls a web form?

A. Resource ID

B. Resource name

C. Resource pointer

D. Resource reference

Answer: B

2.When you create configuration items (CIs) for notifications, you distinguish special object contacts from normal ones by using the:

A. number (#) character

B. percent (%) character

C. ampersand (&) character

D. commercial AT (@) character

Answer: D

3.When implementing an architecture that includes CA Service Desk rl2 with CA Workflow, which default port assignments apply? (Choose two)

A. CA Workflow Tomcat Startup: 8090

B. CA Workflow Tomcat Shutdown: 8095

C. CA Service Desk Tomcat Startup: 5250

D. CA Service Desk Tomcat Shutdown: 9085

Answer: A,B

4.You need to import string fields, such as organization names, into the CA Service Desk database. To do this, you will need to convert them to their internal database values. Which utility enables you to perform this task?

A. pdm_deref

B. pdm_extract

C. pdm_discimp

D. pdm_userload

Answer: A

5.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