CAT-180$^{Q\&As}$

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

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

A. createtemplates

B. search knowledge documents for relevant information

C. search for information about theend user during a support call

D. access the end users computer and resolve the problem during the call

Correct Answer: C

QUESTION 2

To ensure the successful upgrade of the Service Desk Primary Server in an architecture where the MDB is remote from the Service Desk r11 Primary Server, at the very least the MDB needs to be:

A. v1.0or higher

B. v1.2or higher

C. v1.3 or higher

D. v1.5 or higher

Correct Answer: D

QUESTION 3

What is the purpose of multiframes?

A. To build forms

B. To create tabs in CA Service Desk

C. To add Free-Standing Cells to reports

D. To customize dashboards in InfoView

Correct Answer: B

QUESTION 4

![Pass2Lead](https://Pass2Lead.com)
Out-of-the-box (OOTB), which roles have reports populated in their report web forms? (Choose two)

A. Managers

B. Administrators

C. Level 1 Analysts

D. Level 2 Analysts

Correct Answer: AB

QUESTION 5

Which characteristic applies to an Active-Active clustering configuration?

A. One computer starts if another fails.

B. One computer uses two processors.

C. Two computers process the same data.

D. Two computers are switched on and off alternatively throughout the day.

Correct Answer: C

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