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HP Service Manager 9.x Software

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QUESTION 1

Which module is required to enable Service Desk agents to use and search information from existing incidents or problems?

A. Knowledge Management

B. Service Desk

C. Problem Management

D. Incident Management

Correct Answer: A

QUESTION 2

What is the goal of Knowledge Management?

A. to integrate with Interaction, Incident, and Problem Management so that users are able to search for and use knowledge from existing incidents or problems while attempting to resolve a new incident or problem

B. to enable organizations to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle

C. to ensure the right information is delivered to the appropriate place or person at the right time to enable an informed decision

D. to define a set of principles and practices that enable organizations to improve service levels for customers, gain operational efficiencies, and increase the organization\\\'s value to their company

Correct Answer: B

QUESTION 3

What controls the ability to share personal views with other operators?

A. having user.favorites capability word in the Operator record

B. having public.favorites capability word in the Operator record

C. listing the view name under Queues on the Startup tab in the Operator record

D. checking Share Views in the operator Associated Profile recordschecking Share Views in the operator? Associated Profile records

Correct Answer: B

QUESTION 4

Which options are available to the Self-Service user when searching the knowledge base? (Select two.)

A. search in results after results are returned on the first search

B. Advanced options such as categorization information, additional filtering

C. decision tree support

D. search the Interaction library

E. search the Problem library

Correct Answer: AB

QUESTION 5

Which integration methodologies exist in Service Manager to send and receive emails? (Select two.)

A. Connect-It

B. Import / Export

C. SCAuto

D. Service Manager Integration Suite (SMIS)

E. LDAP

Correct Answer: AC

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