

DUMPS ARENA

CA Service Desk Manager r12 Administrator Exam

CA Technologies CAT-200

Version Demo

Total Demo Questions: 5

Total Premium Questions: 40

Buy Premium PDF

<https://dumpsarena.co>

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

When creating a macro to administer Service Level Agreements (SLAs), what must be associated with the macro?

- A. Alert
- B. Alarm
- C. Event
- D. Notification

ANSWER: C

QUESTION NO: 2

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 NO: 3

Which features characterize CA Workflow? (Choose three)

- A. It includes inherent security.
- B. It is only used for manual tasks.
- C. It is external to CA Service Desk.
- D. It is used for well defined processes.
- E. Users need to be Analysts in CA Service Desk.

ANSWER: A C D

QUESTION NO: 4

Security access to CA Service Desk objects from command line utilities:

- A. Is configured in the contact record.
- B. Is configured in the access type record.
- C. Is configured in Active Directory group membership.
- D. Cannot be configured because there is no security on the command line utilities.

ANSWER: B

QUESTION NO: 5

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