CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

Pass CA CAT-180 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.geekcert.com/cat-180.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by CA Official Exam Center

Instant Download After Purchase

100% Money Back Guarantee

365 Days Free Update

800,000+ Satisfied Customers

QUESTION 1

When you run pdm backup:

A. It shuts down the daemons in UNIX only first.

B. It shuts down the services in Windows only first.

C. It shuts down the daemons in UNIX or the services in Windows first.

D. It does not need to shut down the daemons in UNIX or the services in Windows at any stage.

Correct Answer: A

QUESTION 2

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.

Correct Answer: C

QUESTION 3

The CA Service Desk Universe supports: (Choose three)

A. security maintenance

B. report server setup only

C. multiple databases and multiple languages

D. data retrieval with knowledgeof the object or database layer

E. job scheduling and linkage of delivered reports to theCA Service Desk user interface

Correct Answer: ACE

QUESTION 4

Which language are macros related to Service Level Agreements (SLAs) written in?

A. PL/I

B. PERL

C. SPEL

D. Visual Basic

Correct Answer: C

QUESTION 5

Which parts comprise the Central Management Console (CMC) home page? (Choose three)

A. Define

B. Manage

C. Navigate

D. Organize

E. Users and Groups

Correct Answer: ABD

[CAT-180 VCE Dumps](#)   [CAT-180 Practice Test](#)   [CAT-180 Braindumps](#)