



HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

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 2

For which users is the ESS web client intended?

- A. system administrators
- B. implementers
- C. helpdesk users
- D. end users

Correct Answer: D

QUESTION 3

What are major improvements found in Service Manager as compared to Service Center? (Select two.)

- A. improved process definition
- B. compatibility with all major operating systems
- C. improved integration with the HP BTO Portfolio
- D. introduction of Service Catalog
- E. more attractive to the small business market

Correct Answer: AC

QUESTION 4

Which URLs are available for the Service Manager Web Tier? (Select three.)



- A. /index.do
- B. /default.htm
- C. /accessible.do
- D. /default.do
- E. /ess.accessible.do
- F. /ess.do
- G. /index.htm

Correct Answer: ACF

QUESTION 5

Which clients are used to order items from the Service Manager catalog using an Internet browser? (Select two.)

- A. Service Manager Eclipse client
- B. Service Request Catalog (SRC)
- C. Service Manager Self-Service client
- D. Service Request client
- E. SACM client

Correct Answer: BC

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