



CAT-180^{Q&As}

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QUESTION 1

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.

Correct Answer: ACD

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

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 the end user during a support call
- D. access the end users computer and resolve the problem during the call

Correct Answer: C

QUESTION 4

Which component connects web browsers to the CA Service Desk Object Manager?



- A. domsrvr
- B. Web Engine
- C. Web Screen Painter (WSP)
- D. WSP Schema Designer

Correct Answer: B

QUESTION 5

When creating archive and purge rules, you can use the Additional Query field to: (Choose two)

- A. create new configuration option name objects.
- B. build a query using drag-and-drop functionality.
- C. refine the selection criteria beyond the basic configuration object name.
- D. use more detailed archiving to separate files for organizations and tenants.

Correct Answer: CD

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