



# CAT-180<sup>Q&As</sup>

CA Service Desk Manager r12 Professional Exam

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#### QUESTION 1

To use locale-sensitive numeric input formats with pdm\_userload, which option should you use?

- A.?
- B.?
- C.?
- D.?

Correct Answer: D

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#### QUESTION 2

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

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#### QUESTION 3

Which statement about the CA Service Desk Universe is TRUE?

- A. It is only used in clustered environments.
- B. It is an optional add-on for CA Service Desk.
- C. It uses a default name of MyUniverse, which you must not change.
- D. It is made up of classes in the form of tables, and objects in the form of columns.

Correct Answer: D

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#### 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

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#### QUESTION 5

Out-of-the-box (OOTB), which roles have reports populated in their report web forms? (Choose two)

A. Managers

B. Administrators

C. Level 1 Analysts

D. Level 2 Analysts

Correct Answer: AB

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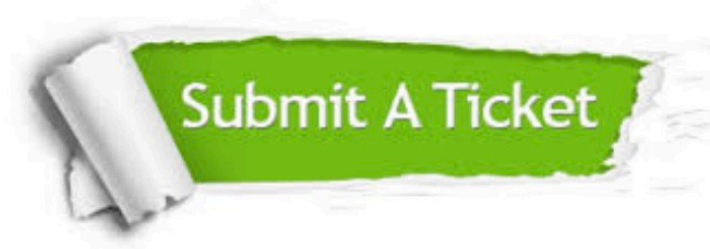
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