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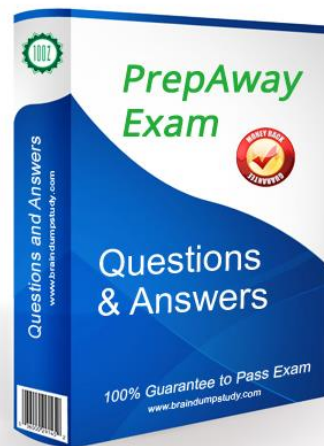


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**Exam :** CAT-200

**Title :** CA Service Desk Manager r12  
Administrator Exam

**Vendors :** CA

**Version :** DEMO

NO.1 Level 1 CA Service Desk Analysts can use the CA Service Desk Quick Profile page to:

- A. Create templates
- B. Search knowledge documents for relevant information
- C. Search for information about the end user during a support call.
- D. Access the end user's computer and resolve the problem during the call.

Answer: C

NO.2 Each CA Service Desk role record MUST be configured with:

- A. One form group
- B. One service type
- C. Three work shifts,
- D. Two data partitions.

Answer: A

NO.3 On which tab can you find Incidents related to a Problem?

- A. Event Log tab
- B. Knowledge tab
- C. Attachments tab
- D. Attached Incidents tab

Answer: D

NO.4 For the Level 2 Analyst role, which additional My Queue items can you view on the Scoreboard?

(Choose two)

- A. My Incidents
- B. My Requests
- C. My Problems
- D. My Change Orders

Answer: C,D

NO.5 What are the components of a notification rule? (Choose three)

- A. Services
- B. Contacts
- C. Constraints
- D. Condition macro
- E. Message template

Answer: B,D,E

