

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

CA Service Desk Manager r12 Professional Exam

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## **QUESTION 1**

Which tasks does the Migration Console perform? (Choose two)

- A. Identifies duplicate records on your database
- B. Applies Management Database (MDB) updates
- C. Verifies adaptations are in place and working as expected
- D. Upgrades user scoreboard queries for role-based operations

Correct Answer: BD

#### **QUESTION 2**

When you create configuration items (CIs) for notifications, you distinguish special object contacts from normal ones by using the:

- A. number (#) character
- B. percent (%) character
- C. ampersand (and) character
- D. commercial AT (@) character

Correct Answer: D

#### **QUESTION 3**

In which log file can you view the actions, events, and system changes that occurred during the installation of CA Service Desk r12?

- A. configure.bg
- B. install\_mdb.log
- C. pdm\_migrationr12.log
- D. ServiceDesk\_r12\_0\_Installation.bg

Correct Answer: D



### **QUESTION 4**



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Which function can you perform with Web Intelligence?



- A. Link reports with other data on the Internet.
- B. Create basic reports easily without writing queries.
- C. Check that your reports have the appropriate rights set.
- D. Obtain greater control over reports by writing advanced queries.

Correct Answer: B

#### **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

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