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CA Service Desk Manager r12 Professional Exam

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QUESTION 1

Which considerations apply for archive and purge rules? (Choose three)

- A. You can activate and modify inactive rules for long-term use.
- B. The call request table contains incidents, problems, and requests.
- C. By default, no rules are defined for archive and purge configuration objects.
- D. You can run a single inactive rule from the Rule List screen or the Rule Detail screen.
- E. The archive and purge list contains a single rule for archiving incidents, problems, and requests.

Correct Answer: ABD

QUESTION 2

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

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

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

QUESTION 5

Before you upgrade to CA Service Desk r12, as a pre-upgrade step, you should run:

- A. pdm_status
- B. pdm_k_reindex
- C. pdm_webcache
- D. SQLCheckr12UniqueIndexes.sql

Correct Answer: D



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