



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

CA Service Desk Manager r12 Professional Exam

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#### QUESTION 1

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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#### QUESTION 2

The CA Service Desk Universe supports: (Choose three)

- A. security maintenance
- B. report server setup only
- C. multiple databases and multiple languages
- D. data retrieval with knowledge of the object or database layer
- E. job scheduling and linkage of delivered reports to the CA Service Desk user interface

Correct Answer: ACE

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#### QUESTION 3

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

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#### QUESTION 4

What is the purpose of multiframes?



- A. To build forms
- B. To create tabs in CA Service Desk
- C. To add Free-Standing Cells to reports
- D. To customize dashboards in InfoView

Correct Answer: B

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#### QUESTION 5

Which component has a Willingness Value?

- A. Web engine
- B. Data extractor
- C. pdm\_userload input file
- D. Database interface (DBI)



Correct Answer: A

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