



# CA Technologies

CAT-200 Exam

**CA Service Desk Manager r12 Administrator Exam**

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**Question: 1**

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What are the components of a notification rule? (Choose three)

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

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**Answer: B,D,E**

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**Question: 2**

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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.

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**Answer: C**

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**Question: 3**

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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.

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**Answer: A**

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**Question: 4**

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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

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**Answer: C,D**

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**Question: 5**

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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

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**Answer: D**

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