



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

CA Service Desk Manager r12 Professional Exam

**Pass CA CAT-180 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/cat-180.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by CA Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

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 2

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 3

When you run pdm backup:

A. It shuts down the daemons in UNIX only first.

B. It shuts down the services in Windows only first.

C. It shuts down the daemons in UNIX or the services in Windows first.

D. It does not need to shut down the daemons in UNIX or the services in Windows at any stage.

Correct Answer: A

---

### QUESTION 4

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

---

#### QUESTION 5

Which characteristic applies to an Active-Active clustering configuration?

- A. One computer starts if another fails.
- B. One computer uses two processors.
- C. Two computers process the same data.
- D. Two computers are switched on and off alternatively throughout the day.

Correct Answer: C

[CAT-180 PDF Dumps](#)

[CAT-180 Practice Test](#)

[CAT-180 Exam Questions](#)