



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

CA Service Desk Manager r12 Professional Exam

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### QUESTION 1

When creating archive and purge rules, you can use the Additional Query field to: (Choose two)

- A. create new configuration option name objects.
- B. build a query using drag-and-drop functionality.
- C. refine the selection criteria beyond the basic configuration object name.
- D. use more detailed archiving to separate files for organizations and tenants.

Correct Answer: CD

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### QUESTION 2

To use locale-sensitive numeric input formats with pdm\_userload, which option should you use?

- A.?
- B.?
- C.?
- D.?



Correct Answer: D

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### QUESTION 3

Which language are macros related to Service Level Agreements (SLAs) written in?

- A. PL/I
- B. PERL
- C. SPEL
- D. Visual Basic

Correct Answer: C

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### QUESTION 4

Which code calls a web form?



- A. Resource ID
- B. Resource name
- C. Resource pointer
- D. Resource reference

Correct Answer: B

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#### QUESTION 5

Level 3 CA Service Desk Analyst, Indira Chopra, resolves a ticket and returns it immediately to single point of contact (SPOC), Cliff Warner. Cliff needs to verify with the user that the issue is resolved and:

- A. Ask the end user to close the ticket.
- B. Return the ticket to Indira for closure.
- C. Close the ticket, which sets it to inactive.
- D. Set the ticket to pending in case there are related issues.

Correct Answer: C

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