

# DUMPSQUEEN

## CA Service Desk Manager r12 Administrator Exam

CA Technologies CAT-200

Version Demo

Total Demo Questions: 5

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## QUESTION NO: 1

A valid value for a stored query Key Performance Indicator (KPI) metric type is:

- A. Max
- B. Sum
- C. Count
- D. Duration

**ANSWER: C**

## QUESTION NO: 2

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

**ANSWER: C**

## QUESTION NO: 3

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

**ANSWER: C D**

## QUESTION NO: 4

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

**ANSWER: D**

## QUESTION NO: 5

Which features characterize data partitions? (Choose two)

- A. There are three types
- B. They implement role-level security
- C. They implement record-level security
- D. They can be assigned to contacts and access types

**ANSWER: C D**