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QUESTION 1

You need to import string fields, such as organization names, into the CA Service Desk database. To do this, you will need to convert them to their internal database values. Which utility enables you to perform this task?

A. pdm_deref

B. pdm_extract

C. pdm_discimp

D. pdm_userload

Correct Answer: A

QUESTION 2

When you create configuration items (CIs) for notifications, you distinguish special object contacts from normal ones by using the:

A. number (#) character

B. percent (%) character

C. ampersand (and) character

D. commercial AT (@) character

Correct Answer: D

QUESTION 3

In a dereferencing tool specifications file, hooks correspond to specified input fields. These hooks are represented by:

A. zeros.

B. asterisks

C. ampersands

D. question marks

Correct Answer: D

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

QUESTION 5

Which function can you perform with Web Intelligence?

A. Link reports with other data on the Internet.

B. Create basic reports easily without writing queries.

C. Check that your reports have the appropriate rights set.

D. Obtain greater control over reports by writing advanced queries.

Correct Answer: B

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