

## **IBM**

C9560-656 Exam

IBM SmartCloud Control Desk V7.5 Service Request
Management Implementation

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D. Activate

## Version: 7.0

Question: 1	
In the Catalogs application, how can an administrator quickly add severa	al offerings into a catalog?
A. In the Catalog tab, use the Select Offerings option	
B. Click on the Deploy Multiple Offerings icon on the toolbar	
C. Use the Add Multiple Offerings option in the Select Action menu D. In the Offerings tab, use the Add Offering option and select multiple of	offerings at once
b. In the offerings tab, use the Add offering option and select multiple t	onerings at once
	Answer: C
	7.110110110
Question: 2	
A survey must be in which status in order to make and apply updates?	
A. Draft	
B. Closed	
C. Inactive	
D. Pending	
	Answer: A
Question: 3	
Which field is mandatory when creating a new Response Plan?	
A. Ranking	
B. Conditions	
C. Description D. Response Plan Administrator	
D. Response Fian Auministrator	
	Answer: A
	711100001171
Question: 4	
What type of event can be associated with an object launch point?	
A. New	
B. Create	
C. Update	

	Answer: C
Question: 5	
Which two types of information are displayed when viewing survey resu	ults? (Choose two.)
A. The percentage of each answers for the number of responses.  B. The percentage of users who have responded for tracked surveys.  C. How many users received the survey for tracked but not untracked survey.  D. How many user received the survey for both tracked and untracked survey.  E. The percentage of answers responded to for each question weighted.	urveys.
	Answer: AD
Question: 6	
What is the Priority Matrix used for?	
A. To set the Internal Priority based on Impact and Urgency B. To set the External Priority based on Impact and Urgency C. To set the Internal Priority based on Impact and Reported Priority D. To set the External Priority based on Impact and Reported Priority	
	Answer: A
Question: 7	
A consultant is implementing the Incident and Problem Management p customer requires that an incident is associated to a problem record should be done to accomplish this?	
<ul> <li>A. Create an incident and check Is Known Error check box</li> <li>B. Add a reference to the problem in the Incident Work Log</li> <li>C. Use the Select Action menu to create a problem from incident record</li> <li>D. Use the Failure Reporting tab to create a problem record and associate</li> </ul>	
	Answer: C
Question: 8	
In IBM SmartCloud Control Desk V7.5, which two applications can be fi service group? (Choose two.)	ltered by individual service or

- A. Users
- B. Actions
- C. Contracts

D. User Groups	
E. Work Orders	
- -	Answer: CE
Question: 9	
Which action should be taken by an agent before resolving an incident?	
<ul> <li>A. Complete each worklog entry</li> <li>B. Mark the incident as a known issue</li> <li>C. Enter symptom, cause, and resolution in the Solution Details tab</li> <li>D. For global incidents, each related incident must be resolved manually</li> </ul>	
- -	Answer: C
Question: 10	
What are two methods to place a new Service Request (SR) under a Service (Choose two.)	vice Level Agreement (SLAy?
<ul> <li>A. The SLA is applied with an action within a workflow.</li> <li>B. Click the Apply SLA action from the Select Action menu.</li> <li>C. A ticket template includes a SLAt0 be applied to the SR.</li> <li>D. A SLA is defined as part of the classification used on the SR.</li> <li>E. The self-service user selects a valid SLA when creating a new SR.</li> </ul>	
	Answer: AB

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