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QUESTION & ANSWER

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Exam : **C9560-656**

Title : IBM SmartCloud Control
Desk V7.5 Service Request
Management
Implementation

Version : DEMO

1. In the Catalogs application, how can an administrator quickly add several 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 offerings at once

Answer: C

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

3. Which field is mandatory when creating a new Response Plan?

- A. Ranking
- B. Conditions
- C. Description
- D. Response Plan Administrator

Answer: A

4. What type of event can be associated with an object launch point?

- A. New
- B. Create
- C. Update
- D. Activate

Answer: C

5. Which two types of information are displayed when viewing survey results? (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 surveys.
- D. How many user received the survey for both tracked and untracked surveys.
- E. The percentage of answers responded to for each question weighted a value of one (1).

Answer: AD