

# IT 认证电子书



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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**