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CA Service Desk Manager - CA Support Online

CA Service Desk Manager 17.1 is GA as of February 26, 2018. The courses that were impacted by changes from this release have been updated and title reflects 17.1. The remaining courses had no functional impact and are applicable to 17.1. Please see the Cumulative Differences for more details.

Learning Paths | CA Service Desk Manager 17.1

As the employment situation becoming more and more rigorous, it's necessary for people to acquire more CAT-180 - CA Service Desk Manager r12 Professional Exam Authorized Pdf skills and knowledge when they are looking for a job.

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Service desk capabilities are an integral part of the CA Service Management solution. Mobility and collaborative self-service bring business consumers, power users and decision makers together to share information and resolve issues on their favorite devicesâ€"often without opening a ticket.

CA Service Management - CA Technologies

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CA Service Desk Manager - Using Manual Notification This training was designed for customer service analysts and will describe the functions required to perform the role of an analyst working with the Service Desk product to user user manual notification.

CA Service Desk Manager - Using Manual Notification

Refer to the commands, table descriptions, CMDB reference, Web service APIs, and other reference information. Education and Social Collaboration Access the links to Education courses, User Community, Social Media channels, and so on.

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