

# ServiceNow

## Exam Questions CSA

ServiceNow Certified System Administrator



#### NEW QUESTION 1

- (Topic 3)

A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You have confirmed that they can see the Inventory application, and the Create New module on the application navigator. What could be the cause of this issue?

- A. Create New module has a broken link
- B. Known intermittent issue with U115
- C. User should be using Chrome instead of Explorer for their browser
- D. User has read role, but not the write role on the Inventory table
- E. User session has timed out

**Answer:** D

#### NEW QUESTION 2

- (Topic 3)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Browser tab title
- B. Module text color
- C. Preferred browser
- D. Base theme
- E. Font style
- F. Animation style
- G. Header background color
- H. Banner Image

**Answer:** ABDGH

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t\\_ConfigureLogoColorsSysDfltsUI16.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_ConfigureLogoColorsSysDfltsUI16.html)

#### NEW QUESTION 3

- (Topic 3)

When building an extended table from a base table, which fields do you need to create? Choose 2 answers

- A. The mandatory fields for the base table.
- B. The reference fields for the base table.
- C. The fields that are not in the base table.
- D. The fields that are specific to the extended table.

**Answer:** CD

#### NEW QUESTION 4

- (Topic 3)

From a related list, what would a user click for personalize the layout of the columns?

- A. Magnifier
- B. Context Menu
- C. Pencil
- D. Gear

**Answer:** D

#### NEW QUESTION 5

- (Topic 3)

Which role can manage multiple knowledge bases?

- A. knowledge\_base\_admin
- B. kb\_admin
- C. sn\_kb\_admin
- D. knowledge\_admin

**Answer:** D

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeRoles.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeRoles.html)

#### NEW QUESTION 6

- (Topic 3)

Which field (or fields) is used as a unique key during imports?

- A. Match Fields
- B. Coalesce Fields
- C. Key Fields
- D. Sys IDs

**Answer:** B

**Explanation:**

Reference: [https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new\\_to\\_servicenow/app\\_store\\_learnv2\\_importingdata\\_quebec\\_coalescing](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing)

**NEW QUESTION 7**

- (Topic 3)

What role enables someone to authorize a request, with no other permissions on the platform?

- A. Approver [approver-user]
- B. Authorize [authorize-user]
- C. Reviewer [reviewer\_user]
- D. Approver Group [approval\_group]
- E. Verification [verify\_user]

**Answer:** A

**NEW QUESTION 8**

- (Topic 3)

What section on a task record is used to see the most recent updates made to a record?

- A. Related List
- B. Activity Stream
- C. Audit Log
- D. Timeline

**Answer:** B

**NEW QUESTION 9**

- (Topic 3)

The customer has asked that you change the default layout of the task list.

- \* Number
- \* Task Type
- \* Parent
- \* Short Description
- \* Assignment Group
- \* Assignment
- \* Updated

After navigation to the list, where would you click, to meet this requirement?

- A. Right click on any column header, Context menu > Configure > List Layout
- B. Right click List Gear icon > Configure > Columns
- C. Click List Context Menu > Personalize List
- D. Click List Context Menu > Configure Columns

**Answer:** B

**NEW QUESTION 10**

- (Topic 3)

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident
- D. Work, Caller, Timecard

**Answer:** C

**Explanation:**

Reference: <https://www.basicoservicenowlearning.in/2019/12/create-table-in- servicenow.html>

**NEW QUESTION 10**

- (Topic 3)

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics
- E. Key Performance Indicators

**Answer:** C

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c\\_ForecastingData.html](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c_ForecastingData.html)

#### NEW QUESTION 14

- (Topic 3)

For your implementation, the following tables. are extended from each other:

\* Incident table is extended from Task table.

\* Super Incident table is extended from Incident table,

In this situation, which table(s) are Parent, Child and Base tables? Choose 5 answers

- A. Incident table is a Base table
- B. Incident table is a Child table
- C. Task table is a Parent table
- D. Incident table is a Child table
- E. Super Incident table is a Child table
- F. Super Incident table is a Parent table
- G. Super Incident table is a Base table
- H. Task table is a Base table
- I. Task table is a Parent table
- J. Task table is a Child table

**Answer:** BCDGH

#### NEW QUESTION 15

- (Topic 3)

What are the main components of the Form Design interface? (Choose three.)

- A. Field Layout
- B. Page Header
- C. Field Navigator
- D. Field Picker
- E. Form Layout

**Answer:** BCE

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c\\_FormDesign.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c_FormDesign.html)

#### NEW QUESTION 18

- (Topic 3)

What actions are taken to filter a long list of records to show only those which have "email" Short Description?

- A. Click List Magnifier to expand column search
- B. on Short Description type %email
- C. click enter
- D. Click List Magnifier to expand column search, on Short Description, type email, click enter
- E. On Search box
- F. select text, type email, click enter
- G. Click List Magnifier to expand column search, on Short Description type 'email, click enter

**Answer:** D

#### NEW QUESTION 22

- (Topic 3)

What framework can be used to manage the tables and CIs associated with a use case?

- A. Common Service Data Model (CSDM) product view
- B. Scenename Dashboard
- C. CMDB Use Case Modeler
- D. CI Use Case Modeler

**Answer:** A

#### NEW QUESTION 27

- (Topic 3)

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

- A. Field Matching
- B. Load Data
- C. Select Data Source
- D. Schedule Transform
- E. Create Transform Map

**Answer:** E

#### Explanation:

A transform map is a set of field maps that define the relationships between fields in an import set and fields in an existing table. When importing data from a spreadsheet, creating a transform map is the step that defines where the incoming data columns will be written in the receiving table. The transform map allows users to specify how to transform the source data into the target data, such as by using scripts, coalescing, or mapping assist.

References

? Transform Maps - Product Documentation: San Diego - ServiceNow

? Importing Data: Excel to ServiceNow - Finite Partners2

#### NEW QUESTION 28

- (Topic 3)

On Access Control Definitions, what are ways you can set the permissions on a Table? Choose 3 answers

- A. Groups
- B. CRUD
- C. Roles
- D. Script that sets the answer variable to true or false
- E. Conditional Expressions

**Answer:** CDE

#### NEW QUESTION 33

- (Topic 3)

After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

- A. Use System Administration > Normal Security module
- B. Select Normal role
- C. Log out and back in
- D. Select Global Update Set
- E. End impersonation

**Answer:** A

#### Explanation:

The System Administration > Normal Security module is the recommended way to return to normal admin security levels after finishing your work on High Security Settings. This module will automatically disable all high security settings and restore your permissions to their original state.

References:

? ServiceNow Product Documentation: High Security Settings - <https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/reference/high-security-plugin.html>

? ServiceNow Community: How to disable High Security Settings - <https://www.servicenow.com/community/nw-platform-forum/platform-security-everything-you-need-to-know/m-p/2554570>

#### NEW QUESTION 38

- (Topic 3)

Which action enables personalization in a form for the admin role, only?

- A. Navigate to sys\_form\_properties.list and set the property glide.ui.enable\_personalize\_form.admin to true.
- B. Navigate to Context Menu > Configure > Form Layout and select 'Enable Personalization' and Enter the 'admin' role.
- C. Navigate to Context Menu > Configure > Table and add the role 'Admin' in the 'Available User' list box.
- D. Navigate to sys\_properties.list find the property glide.ui.personalize\_form.role and set the Value to admin.

**Answer:** D

#### Explanation:

This action allows only users with the admin role to personalize forms by using the Personalize Form button1. The other options are either invalid or do not restrict personalization to the admin role only.

ReferencesPersonalize a formUI settings and personalizationPersonalization

#### NEW QUESTION 39

- (Topic 3)

A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

- A. onSubmission()
- B. onSubmit()
- C. onLoad
- D. onUpdate()

**Answer:** B

#### NEW QUESTION 41

- (Topic 3)

An order for new office equipment has been placed through the Service Catalog. How would you view the lists of requests after the orders have been placed?

- A. All > Service Catalog > Open Records > Items
- B. In the Navigation Filter, type 'request
- C. Let' and press the Enter key.
- D. All > Tables and Columns > Table
- E. All > Service Catalog > Requests

**Answer:** A

#### NEW QUESTION 42

- (Topic 3)

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. omadb\_rel\_ci
- B. sn\_emdb
- C. sn\_emdb\_ci
- D. Ey omdb
- E. sn\_emdb\_bak
- F. omdb\_ci
- G. emdb\_bak

**Answer:** ADF

#### NEW QUESTION 46

- (Topic 3)

Which component of a table contains a piece of data for one record?

- A. Factor
- B. Field
- C. Datapoint
- D. Element
- E. Item

**Answer:** B

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c\\_DataDictionaryTables.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataDictionaryTables.html)

#### NEW QUESTION 49

- (Topic 3)

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Record Producer
- B. Create Order Guide
- C. Create Requested Item
- D. Create On-boarding Bot

**Answer:** B

#### NEW QUESTION 53

- (Topic 3)

To apply a UI Policy to all views, which field should be set to true in its definition record?

- A. Inherit
- B. Reverse if false
- C. On lowed
- D. Global

**Answer:** A

#### NEW QUESTION 54

- (Topic 3)

A customer has asked for the following updates to a form:

- \* Make Resolution code mandatory, admin state is changed to Resolved.
- \* Hide major incident check box, unless logged in user has Major incident Manager role.

What type of rules (s) would you use to implement this requirement?

- A. Dictionary Design
- B. Field Limiter
- C. UI Policy
- D. UI Design
- E. Form Constraint

**Answer:** CE

#### NEW QUESTION 56

- (Topic 3)

If users would like to locate and assign a task to themselves in the Platform, What action could they perform from the list view to make the assignment?

Choose 2 answers

- A. Select the record using the check box, then select the Person icon
- B. Double click on the Assigned to value, type the name of the user, and select the green check
- C. Select the record using the check box then select the Assign To Me UI action on the List Header
- D. Right click on the Task number and select the Assign to me option in the menu
- E. Select the Task number, and select the Assign to me UI action on the form

**Answer:** DE

#### NEW QUESTION 60

- (Topic 3)

ServiceNow contains over 25 different report types. What are some of the types? Choose 5 answers

- A. Pie
- B. Speedometer
- C. Odometer
- D. Thermometer
- E. Horizontal Bar
- F. Semi-Donut
- G. Donut

**Answer:** ABEFG

#### NEW QUESTION 65

- (Topic 3)

When an administrator sets a policy that is applied to all data entered into the Platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Network
- B. Server
- C. Client
- D. Browser

**Answer:** B

#### Explanation:

A policy that is applied to all data entered into the Platform is called a Data Policy. Data policies run on the server side and enforce data consistency by setting mandatory and read-only states for fields<sup>1</sup>.

ReferencesData policies

#### NEW QUESTION 70

- (Topic 3)

Which best describes a field in a ServiceNow table?

- A. A field is a table cell that stores data
- B. A field is a table row
- C. A field is an item that appears in a menu list
- D. A field is a record in a table

**Answer:** C

#### NEW QUESTION 72

- (Topic 3)

What component of the ServiceNow infrastructure defines every table and field in the system?

- A. Data Atlas
- B. Table Class Manager
- C. Schema
- D. Dictionary
- E. Field Map

**Answer:** D

#### NEW QUESTION 74

- (Topic 3)

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

- A. Wait for Condition
- B. Ask for Approval
- C. Create Record
- D. Wait for Match
- E. Look for Update
- F. Look Up Record

**Answer:** BCDF

#### NEW QUESTION 75

- (Topic 3)

You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

- A. Create Record Producer
- B. Create Catalog Item
- C. Create Order Guide
- D. Create Content Item

**Answer:** A



**Explanation:**

Reference: <https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/concept/request-fulfillment.html>

**NEW QUESTION 78**

- (Topic 3)

How is a user defined in ServiceNow?

- A. user is a record stored in the User Preference [Sys\_user\_preference] table
- B. A User is a record stored in the Profile [sys\_user\_profile] table
- C. A user is 2 field in the LOAP integration
- D. A user is a record stored in the User [sys\_user] table

**Answer:** A

**NEW QUESTION 82**

- (Topic 3)

The testing team needs to be able to perform activities in the test instance, as though they are a member of the Service Desk group. What role would they need to be able to switch between user accounts, without logging out and back in?

- A. service\_desk
- B. impersonator
- C. admin
- D. incognito

**Answer:** B

**Explanation:**

The impersonator role allows a user to switch to another user account and act as that user without logging out and back in<sup>1</sup>. This can be useful for testing purposes or for providing support to other users<sup>2</sup>.

ReferencesImpersonate a userRoles and permissions

**NEW QUESTION 83**

- (Topic 3)

After you create a new table, what is the best practice regarding the navigation pane? Choose 2 answers

- A. Set the filter condition on the Application Menu
- B. Set the font style on both the Application Menu and the Module
- C. Specify which Roles are able to see the Module
- D. Specify which Roles are able to see the Application Menu
- E. Create Application Menu with the same name as the table label
- F. Create Module with the plural of the table label

**Answer:** CD

**NEW QUESTION 86**

- (Topic 3)

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationship?

- A. CSDM Schema
- B. Business Service Map
- C. Dependency View
- D. CI Class Map

**Answer:** D

**NEW QUESTION 87**

- (Topic 3)

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Auto-suggest Query

**Answer:** A

**NEW QUESTION 89**

- (Topic 3)

What is used to determine user access to knowledge bases or a knowledge article?

- A. sn\_kb\_read, sn\_article\_read
- B. Privacy Settings
- C. Read Access Flag
- D. User Criteria



**Answer:** D

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html>

**NEW QUESTION 90**

- (Topic 3)

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

- A. Can Read
- B. Can Write
- C. Can Contribute
- D. Can Author
- E. Cannot Author

**Answer:** C

**NEW QUESTION 94**

- (Topic 3)

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Access List
- B. Can Access
- C. Accessible to
- D. Can Read

**Answer:** D

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

**NEW QUESTION 98**

- (Topic 2)

On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Additional Actions or Context Menu
- C. Hamburger icon
- D. Cake icon

**Answer:** C

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c\\_FormContextMenu.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html)

**NEW QUESTION 100**

- (Topic 3)

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. All rows are rejected from the import, as coalesce field is required.
- B. All rows are treated as new record
- C. No existing records are updated.
- D. Duplicate rows are rejected from the import.
- E. All rows are treated as new records, but errors will be flagged in the import log.

**Answer:** D

**Explanation:**

Reference: [https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new\\_to\\_servicenow/app\\_store\\_learnv2\\_importingdata\\_quebec\\_coalescing](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing)

**NEW QUESTION 103**

- (Topic 2)

When creating a global custom table named “abc”, what is the table name that is automatically assigned by the platform?

- A. snc\_abc
- B. abc
- C. u\_abc
- D. sys\_abc

**Answer:** C

**NEW QUESTION 104**

- (Topic 2)

What are three security modules often used by the System Administrator? (Choose three.)

- A. System Properties > Security

- B. Utilities > Migrate Security
- C. System Security > Security
- D. Self-Service > My Access
- E. System Security > Access Control (ACL)
- F. Password Management > Security Questions
- G. System Security > High Security Settings

**Answer:** AEG

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r\\_GeneralSecuritySettings.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_GeneralSecuritySettings.html)

**NEW QUESTION 105**

- (Topic 2)

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, After, Async, Display
- B. Prior to, Synchronous, on Update
- C. Insert, Update, Delete, Query
- D. Before, Synchronous, Scheduled Job, View

**Answer:** A

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r\\_HowBusinessRulesWork.html](https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r_HowBusinessRulesWork.html)

**NEW QUESTION 108**

- (Topic 2)

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Service Level Agreements
- C. Inactivity Monitor
- D. Response Time Clock
- E. Business Time Remaining

**Answer:** B

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r\\_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time)

**NEW QUESTION 109**

- (Topic 2)

From a form, what would you click to add additional fields to the form? (Choose two.)

- A. Context Menu > Form > Layout
- B. Context Menu > Configure > Form Layout
- C. Context Menu > Configure > Form Design
- D. Right click on header > Add > Field
- E. Context Menu > Form > Designer
- F. Right click on header > Configure > UX Dashboard

**Answer:** BD

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t\\_CreateCustomField.html](https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html)

**NEW QUESTION 114**

- (Topic 2)

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

**Answer:** A

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdm-implementation/concept/csdm-basics.html>

**NEW QUESTION 116**

- (Topic 2)

Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

- A. Task [task]
- B. Assignment [assignment]
- C. Service [service]
- D. Workflow [workflow]

**Answer:** A

#### NEW QUESTION 118

- (Topic 2)

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

- A. Flow Manager
- B. Flow Designer
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

**Answer:** C

#### Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestration-introduction.html>

#### NEW QUESTION 122

- (Topic 2)

What is an Event in ServiceNow?

- A. An Event is a trigger that has a direct response in the platform
- B. An Event is an indication to the ServiceNow processes that something has occurred
- C. An Event is an indicator that a Priority 1 (P1) Incident has been logged
- D. An Event is a recognized, scheduled occurrence of a process

**Answer:** B

#### NEW QUESTION 123

- (Topic 2)

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

**Answer:** DEF

#### NEW QUESTION 127

- (Topic 2)

Which tool should be used to populate commonly used fields in a form?

- A. Template
- B. Reference Qualifier
- C. Formatter
- D. Assignment Rule

**Answer:** A

#### NEW QUESTION 129

- (Topic 2)

What are the three permission requirements that must evaluate to true for an access control rule to apply?  
Choose 3 answers

- A. Conditions
- B. table.
- C. Roles
- D. Script
- E. table."
- F. table.none

**Answer:** CDE

#### NEW QUESTION 131

- (Topic 2)

How do you make a list filter available to everyone?

- A. Make active, set visibility, and save
- B. Assign a name, set visibility, and save
- C. Assign a group, set visibility, and save
- D. Make active, assign a name, and save

**Answer:** B

#### NEW QUESTION 135

- (Topic 2)

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?  
Right click on Priority and select what?

- A. Configure Lists
- B. Show Options
- C. Configure Task
- D. Show Choices
- E. Show Choice List
- F. Configure Options

**Answer:** F

#### NEW QUESTION 139

- (Topic 2)

What field contains a record's 32-character, unique identifier?

- A. sn\_rec\_id
- B. rec\_id
- C. u\_id
- D. sys\_id
- E. sn\_gu\_id
- F. sn\_sys\_id
- G. id

**Answer:** D

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c\\_UniqueRecordIdentifier.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_UniqueRecordIdentifier.html)

#### NEW QUESTION 142

- (Topic 2)

What is the primary application used to load data into ServiceNow?

- A. Service Level Management
- B. Configuration
- C. System Import Sets
- D. System Update Sets

**Answer:** C

#### NEW QUESTION 144

- (Topic 2)

New records, new groups, and modified configuration Items (CIs): what do they have in common?

- A. They are included in an Update Set
- B. They are not captured in an Update Set
- C. They are customizations
- D. They do not have anything in common

**Answer:** A

#### NEW QUESTION 145

- (Topic 2)

When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

- A. Long-term signals
- B. Non-signals
- C. Anti-signals
- D. Stability signals

**Answer:** C

#### NEW QUESTION 148

- (Topic 2)

Which one of the following statements is true?

- A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- C. When an incident form is saved, the impact field is calculated by adding the Priority, and Urgency values
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

**Answer:** D

#### NEW QUESTION 149

- (Topic 2)

What Is the purpose of the Fitter navigator In the Application Navigator?

- A. Filter applications in order of use
- B. Quickly navigate to applications and modules
- C. Collapse and expand applications
- D. List applications In order of Top Requests

**Answer:** C

#### NEW QUESTION 152

- (Topic 2)

Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

- A. Application Integration and Plugin Delivery (A1PD) SpokeBatch Install
- B. Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install
- C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install
- D. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

**Answer:** B

#### NEW QUESTION 157

- (Topic 2)

What type of field allows you to look up values from one other table?

- A. Reference
- B. Verity
- C. Options
- D. Selections
- E. Dot walk
- F. Lookup

**Answer:** A

#### Explanation:

Reference: <https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f239#:~:text=A%20lookup%20field%20can%20display,order%20in%20the%20Orders%20table>

#### NEW QUESTION 160

- (Topic 2)

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

- A. Turn your computer off and on again
- B. Clear browser cache
- C. End Impersonation
- D. Log out and back in

**Answer:** D

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c\\_ImpersonateAUser.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html)

#### NEW QUESTION 165

- (Topic 2)

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge
- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

**Answer:** A

#### Explanation:

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0547260](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260)

#### NEW QUESTION 170

- (Topic 2)

What would NOT appear in the Application Navigator if "service" is typed into the filter field?

- A. Configuration > Business Services
- B. Self-Service > Knowledge
- C. Service Portal > Widgets
- D. Incident > Assigned to me

**Answer:** D

#### NEW QUESTION 173

- (Topic 2)

When moving multiple update sets at one time, what might you do to facilitate the move?

- A. Batch
- B. Verify
- C. Test
- D. Preview

**Answer:** A

#### Explanation:

Reference: <https://www.servicenowelite.com/blog/2016/8/7/update-sets>

#### NEW QUESTION 175

- (Topic 2)

What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

- A. The Task table is the only table that can be a destination for imported data in the Transform Map module
- B. The Incident
- C. Problem
- D. Change, Task, and Service Catalog tables are the only tables that can be a destination for imported data in the Transform Map module
- E. Only the Incident Problem, and Change tables can be a destination for imported data in the Transform Map module
- F. Any ServiceNow table can be a destination for imported data in the Transform Map module

**Answer:** B

#### NEW QUESTION 180

- (Topic 2)

What kind of data can Import Sets use to populate tables in ServiceNow?

- A. CSS, SOAP, and Excel
- B. XM
- C. CSV, and Excel
- D. SOAP, REST, and XML
- E. XML, SOAP, and CSS

**Answer:** B

#### Explanation:

[https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c\\_ImportDataUsingImportSets.html](https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html)

#### NEW QUESTION 182

- (Topic 2)

A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:

Incidents where the state is Closed

Incidents where Assignment Group is Network

After clicking the Funnel icon, what should the user do?

- A. Define the first condition; click AND button; define second condition; click Run
- B. Define the first condition; click AND button; define second condition; press enter
- C. Define the first condition; click OR button; define second condition; press enter
- D. Define the first condition; click > icon on breadcrumb, define second condition; click Run
- E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

**Answer:** A

#### NEW QUESTION 185

- (Topic 2)

What is a sys\_id?

- A. Unique 32-character identifier that is assigned to every record
- B. A client-side Business Rule
- C. A server-side Business Rule
- D. Unique 64-character identifier that is assigned to every record

**Answer:** A



#### NEW QUESTION 189

- (Topic 2)

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

**Answer:** A

#### NEW QUESTION 194

- (Topic 2)

What is a Notification?

- A. A new Knowledge article created by a Business Rule
- B. A tool for alerting users that events that concern them have occurred
- C. A message through Connect related to a Change Request
- D. An email file attachment

**Answer:** B

#### NEW QUESTION 198

- (Topic 2)

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Now Mobile Apps
- B. Agent Control Center
- C. Back Office Dashboard
- D. Service Portals
- E. Now Platform® User Interfaces
- F. Field Service Taskboard

**Answer:** ADE

#### Explanation:

A. <https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navigation.html> D and E.  
<https://www.servicenow.com/products/service-portal.html>

#### NEW QUESTION 203

- (Topic 2)

How are local flow variables accessed in the Flow Designer Data panel?

- A. As newly generated icons
- B. As scratchpad variables
- C. As new tabs
- D. As data pills

**Answer:** D

#### NEW QUESTION 208

- (Topic 2)

A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

- A. Have them clear their cache.
- B. Have them use the gear icon to set the employee's time zone.
- C. Recommend they use Chrome, instead of Explorer.
- D. Use the system properties to correct the instance's time zone.
- E. Have them correct the time zone on their computer.

**Answer:** E

#### Explanation:

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0659171](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171)

#### NEW QUESTION 212

- (Topic 2)

Access Control rules may provide access security for which of the following database objects?

- A. For a specific role, group, or user
- B. For a specific row, column, or table
- C. For specific groups
- D. For a specific CMDB Configuration item

**Answer:** D



#### NEW QUESTION 217

- (Topic 2)

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Agent Workspace
- B. Chat bot
- C. Virtual Agent
- D. Knowledge Chat
- E. Now Support

**Answer:** C

#### NEW QUESTION 220

- (Topic 2)

How can administrators utilize the same content for different notification channels?

- A. Configure Default notification content
- B. Enable Actionable notification content
- C. Provide Common notification content
- D. Set up Related notification content

**Answer:** C

#### NEW QUESTION 223

- (Topic 2)

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

**Answer:** D

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c\\_ImportSetsKeyConcepts.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSetsKeyConcepts.html)

#### NEW QUESTION 224

- (Topic 2)

What import utility do you use when the field names on the import set match the name of the fields on the Target table?

- A. Schema Mapping
- B. Automatic Mapping
- C. Mapping Assist
- D. Mapping Dashboard

**Answer:** B

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c\\_MappingOptions.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_MappingOptions.html)

#### NEW QUESTION 229

- (Topic 1)

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

**Answer:** ACDE

#### NEW QUESTION 234

- (Topic 1)

What are the four knowledge workflows available in the ServiceNow base instance?

- A. Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state
- B. Instant Publish: Immediately publishes a draft article without requiring an approval
- C. Instant Retire: Immediately retires a published article without requiring an approval
- D. Retire Knowledge: Moves a knowledge article to the retired state.

**Answer:** A

**NEW QUESTION 235**

- (Topic 1)

ServiceNow is a single-instance, multiple tenant architecture?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 238**

- (Topic 1)

What are the main UI component(s) of the ServiceNow Platform?

- A. Banner Navigator
- B. Banner Frame
- C. Application Frame
- D. Application Navigator
- E. Content Menu
- F. Content Frame

**Answer:** BDF

**NEW QUESTION 240**

- (Topic 1)

Which one of the following statements describes the purpose of a Service Catalog workflow?

- A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals
- B. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes
- C. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups
- D. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications

**Answer:** C

**NEW QUESTION 242**

- (Topic 1)

What is a way that you can mark a knowledge article for review?

- A. Flag article
- B. Review
- C. Bookmark
- D. On Hold

**Answer:** A

**NEW QUESTION 243**

- (Topic 1)

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

**Answer:** C

**NEW QUESTION 248**

- (Topic 1)

What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

**Answer:** C

**NEW QUESTION 249**

- (Topic 1)

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

**Answer:** D

**NEW QUESTION 251**

- (Topic 1)

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 253**

- (Topic 1)

Which one of the following modules can be used to view field settings for a table?

- A. Tables & Columns
- B. Access Control
- C. Columns and Fields
- D. Tables and Fields

**Answer:** A

**NEW QUESTION 257**

- (Topic 1)

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys\_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

**Answer:** C

**NEW QUESTION 262**

- (Topic 1)

Which application is used to change the number format per table?

- A. Number Maintenance
- B. System Maintenance
- C. Table Maintenance
- D. Record Maintenance

**Answer:** A

**NEW QUESTION 266**

- (Topic 1)

ServiceNow uses what term to describe all the data saved within a particular form?

- A. Fields
- B. Form
- C. Record
- D. Lists

**Answer:** C

**NEW QUESTION 269**

- (Topic 1)

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

**Answer:** BCD

**NEW QUESTION 272**

- (Topic 1)

What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- A. User conditions
- B. User info
- C. User Criteria
- D. User permissions

**Answer:**

C

**NEW QUESTION 275**

- (Topic 1)

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

**Answer:** A

**NEW QUESTION 277**

- (Topic 1)

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as “Complete”, change it back to “In Progress” until it is applied to another instance

**Answer:** A

**NEW QUESTION 281**

- (Topic 1)

Which one of the following statements describes a characteristic of role assignment?

- A. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- B. Users can click on the Personalize Role feature to try different roles
- C. A role is granted to a user by the System Administrator
- D. Each user has a role in the ServiceNow platform

**Answer:** A

**NEW QUESTION 282**

- (Topic 1)

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables
- C. Extended Tables
- D. Custom Tables

**Answer:** A

**NEW QUESTION 285**

- (Topic 1)

Which one statement correctly describes Access Control rule evaluation?

- A. Rules are evaluated using role
- B. The role with the most permissions evaluates the rules first
- C. If more than one rule applies to a row, the older rule is evaluated first
- D. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
- E. Rules are evaluated from the general to the specific, so a table rule must be active to continue

**Answer:** D

**NEW QUESTION 288**

- (Topic 1)

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

**Answer:** A

**NEW QUESTION 293**

FILL IN THE BLANK - (Topic 1)

FILL IN THE BLANK

\_\_\_\_\_ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**  
Server

**NEW QUESTION 296**

- (Topic 1)

What is the platform name for the User table?

- A. u\_users
- B. sys\_users
- C. x\_users
- D. sys\_user

**Answer:** D

**NEW QUESTION 299**

- (Topic 1)

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

**Answer:** D

**NEW QUESTION 301**

- (Topic 3)

A task worker asks how they can monitor any updates occurring to recands assigned to him, like responses from customers, What do you suggest?

- A. Open an Agent workspace tab for each record he wants to monitor
- B. Select Service Desk > My Work Dashboard
- C. Click on the eyeglass icon t
- D. expand the Monitor frame
- E. On My Work list, select the Activity Stream icon to show a frame with live updates

**Answer:** D

**NEW QUESTION 305**

- (Topic 3)

On a form header, what icon would you click to access Template features?

- A. Paper clip
- B. More options (...)
- C. Stamp
- D. Context Menu

**Answer:** B

**NEW QUESTION 310**

- (Topic 3)

What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared oy the entire organization?

- A. Self Service Management
- B. Knowledge Management
- C. Knowledge-Centered Management
- D. Information Portal Management
- E. Business Information Management

**Answer:** B

**Explanation:**

Knowledge Management is the process that allows users to create, categorize, review, approve and browse important information in a centralized location that is shared by the entire organization<sup>1</sup>. Knowledge Management helps users to find relevant and accurate information quickly, reduce the need to rediscover knowledge, and improve the quality of service and customer satisfaction<sup>1</sup>.

References

? Knowledge Management - ServiceNow<sup>1</sup>

**NEW QUESTION 313**

- (Topic 3)

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category

- C. Click Group On icon, select Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

**Answer:** AE

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c\\_GroupedLists.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists.html)

**NEW QUESTION 318**

- (Topic 3)

Which is the most efficient way to move large amounts of data between instances?

- A. Export to Data Package
- B. Export to XML
- C. Update Sets
- D. Export to Zip

**Answer:** B

**NEW QUESTION 320**

- (Topic 3)

What feature allows, you to limit who is able to contribute or read knowledge within a knowledge base?

- A. Categories
- B. Roles
- C. User Criteria
- D. Groups

**Answer:** C

**NEW QUESTION 325**

- (Topic 3)

What setting allows users to view a Knowledge Base article even if the are not logged in?

- A. The View All setting
- B. The Allow role
- C. The ESS role
- D. The Public setting

**Answer:** C

**NEW QUESTION 326**

- (Topic 3)

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Connect Agent

**Answer:** B

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/analytics-intelligence-reporting/virtual-agent-rn.html>

**NEW QUESTION 328**

- (Topic 3)

Which admin role is required to make changes to High Security Settings?

- A. security\_admin
- B. sn\_ad\_admin
- C. high\_sec\_admin
- D. admin

**Answer:** A

**NEW QUESTION 333**

- (Topic 3)

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. cmdb
- B. sn\_cmdb\_bak
- C. cmdb\_rel\_ci
- D. sn\_cmdb
- E. cmdb\_bak



- F. cmdb\_ci
- G. sn\_cmdb\_ci

**Answer:** ACF

**Explanation:**

Reference: [https://community.servicenow.com/community?id=community\\_question&sys\\_id=7ab22ad5dbf20498d82ffb2439961938](https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb2439961938)

**NEW QUESTION 337**

- (Topic 3)

When creating a new notification, what must you define? Choose 3 answers

- A. What is the content of the notification
- B. The associated knowledge base
- C. Under what conditions is the notification sent
- D. Who receives the notification
- E. Settings for handling inactive user accounts

**Answer:** ACD

**NEW QUESTION 338**

- (Topic 3)

Which tables are available by default in a ServiceNow instance? Choose 3 answers

- A. User
- B. Incident
- C. Item
- D. Issue
- E. Project
- F. Task

**Answer:** ABF

**Explanation:**

These tables are available by default in a ServiceNow instance because they are part of the core platform and are used to store essential data for users, incidents, and tasks. The other tables are not available by default, but can be created or activated by installing plugins or applications.

References1: Tables & Dictionary - Frequently asked Questions (FAQ) - ServiceNow2: ServiceNow – The List of All Tables (sys\_db\_object)3: How To Set A Default Field Value in ServiceNow? - The Snowball

**NEW QUESTION 343**

- (Topic 3)



An order from the Service Catalog has been placed. Two records in the Platform are created as a result. Which two records are associated with this newly ordered item? Choose 2 answers

- A. A record of sc\_task
- B. A record of sc\_req\_item table
- C. A change record
- D. An Incident record
- E. A problem record

**Answer:** AB

**NEW QUESTION 348**

- (Topic 3)

What module do you use to access the reports that are available to you?

- A. Report > View /Run
- B. Reports > Homepage
- C. Self-Service>My Reports
- D. Report > Overview

**Answer:** B



#### NEW QUESTION 352

- (Topic 3)

What does ServiceNow recommend as a best practice regarding data imports?

- A. Adjust your Transform maps, after the data is loaded into the target table.
- B. Use extremely large Import Sets, instead of multiple large Import Sets.
- C. Create a new Import set table for each new data load.
- D. Plan time before your import to remove obsolete or inaccurate data.
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

**Answer: D**

#### Explanation:

This is a best practice because it reduces the amount of data that needs to be imported, transformed, and stored in ServiceNow, and improves the data quality and performance of the system<sup>1</sup>.

ReferencesImport and export resources page

#### NEW QUESTION 354

- (Topic 3)

What access does a user need to be able to import anicies to a knowledge base?

- A. Can contribute
- B. sn\_knowledge\_contribute
- C. sn\_knowledge\_import
- D. Can import

**Answer: A**

#### NEW QUESTION 357

- (Topic 3)

One related list, which buttons are commonly used for managing the records on the list? Choose 3 answers

- A. Publish
- B. New
- C. Add
- D. Manage
- E. Edit

**Answer: BCE**

#### NEW QUESTION 359

- (Topic 3)

Which application is used primarily to load data into ServiceNow?

- A. Import Hub
- B. System Import Sets
- C. Data Import Configuration
- D. Import Management

**Answer: B**

#### Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-sets-landing-page.html>

#### NEW QUESTION 362

- (Topic 3)

How would you describe the relationship between the incident and Task table?

- A. Incident table has a many to many relationship with the Task table.
- B. Incident table has a one to much relationship with the Task table.
- C. Incident table is extended from task table.
- D. incident table is related to the Task table via the INC number
- E. incident table is a database view of the Task table

**Answer: C**

#### NEW QUESTION 366

- (Topic 3)

How would you navigate to the Schema map for a table?

- A. System Dictionary > Show Schema Map; Select Table
- B. System Definition > Tables; Select Table; Go to Related links and click Show Schema Map
- C. System Definition > Show Schema Map; Select Table
- D. System Definition > Dictionary; Select Table; Go to Related links and click Show Schema Map

**Answer: B**

#### NEW QUESTION 370

- (Topic 3)

An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his homepage when he logs in to the ServiceNow instance. What issue could explain this?

Choose 2 answers

- A. His user account failed LDAP authentication
- B. His user account does not Belong to any groups, which contain the ITIL role
- C. His user account was not approved by his manager
- D. His user account does not have ITIL role
- E. His user account Is not logged in properly

**Answer:** BE

#### NEW QUESTION 375

- (Topic 3)

What are the benefits of building flows using Flow Designer? Choose 3 answers

- A. Supports easy integration with 3rd party systems
- B. Provides IDE for complicated scripting
- C. Provides natural-language descriptions of flow logic
- D. Supports No-Code application development
- E. Automatically populates SLA records
- F. Provides built-in libraries /API for complex coding

**Answer:** ACD

#### Explanation:

The following are the benefits of building flows using Flow Designer:

? C. Provides natural-language descriptions of flow logic: This allows users without programming experience to understand and modify flows, making them more accessible to a wider range of users.

? D. Supports No-Code application development: Flow Designer provides a visual interface and pre-built actions that allow users to automate processes without writing code. This can significantly reduce development time and effort.

? A. Supports easy integration with 3rd party systems: Flow Designer integrates with a variety of 3rd party systems through the Integration Hub, making it easy to connect your ServiceNow instance to external applications.

Flow Designer offers a low-code/no-code approach to building automation, simplifies complex logic with natural language descriptions, and integrates seamlessly with external systems.

References:

? ServiceNow Product Documentation: Exploring Flow Designer - <https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html>

? ServiceNow Community: Flow Designer vs Workflow - <https://www.servicenow.com/community/developer-forum/what-are-the-advantages-and-disadvantages-between-flow-designer/m-p/1407094>

#### NEW QUESTION 379

- (Topic 3)

On a list, what does each row show?

- A. A filter
- B. A record
- C. A table
- D. A field

**Answer:** B

#### Explanation:

A list is a collection of records from a table. Each row in a list represents a record in that table<sup>1</sup>.

ReferencesIdentifying the view used on a list or formServiceNow: List Views for BeginnersHow Do I See A List Of Users And Their Roles In ServiceNow

#### NEW QUESTION 382

- (Topic 3)

What is the name of the string that display filter criteria?

- A. Topic
- B. Choice
- C. Breadcrump
- D. Menu

**Answer:** C

#### NEW QUESTION 383

- (Topic 3)

When moving a homepage or dashboard between instances, what must you remember?

- A. Create a separate update set for them
- B. They are automatically added to the update set
- C. Manually add them to the update set
- D. They cannot be moved via update set

**Answer:** C

**NEW QUESTION 388**

.....

## Thank You for Trying Our Product

### We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

### CSA Practice Exam Features:

- \* CSA Questions and Answers Updated Frequently
- \* CSA Practice Questions Verified by Expert Senior Certified Staff
- \* CSA Most Realistic Questions that Guarantee you a Pass on Your First Try
- \* CSA Practice Test Questions in Multiple Choice Formats and Updates for 1 Year

**100% Actual & Verified — Instant Download, Please Click**  
**[Order The CSA Practice Test Here](#)**