ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

NEW QUESTION 1
- (Exam 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 2
- (Exam Topic 2)
What is a key difference between Reporting and Performance Analytics?

A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
B. Performance Analytics can show trends; Reports cannot.
C. Reports can be run on a scheduled basis; Performance Analytics cannot.
D. Performance Analytics data can be published to Dashboards; Reports cannot.
E. Performance Analytics shows KPIs; Reporting does not.

Answer: B

**NEW QUESTION 3**
- (Exam Topic 2)
What is a role in ServiceNow?

A. A role is one record m the Role [sys_user_role] table
B. A role is one record in the Role [user_sys_role] table
C. A role is a persona used In Live Feed Chat
D. A role Is a set of modules for a particular application

Answer: A

NEW QUESTION 4
- (Exam Topic 2)
An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?
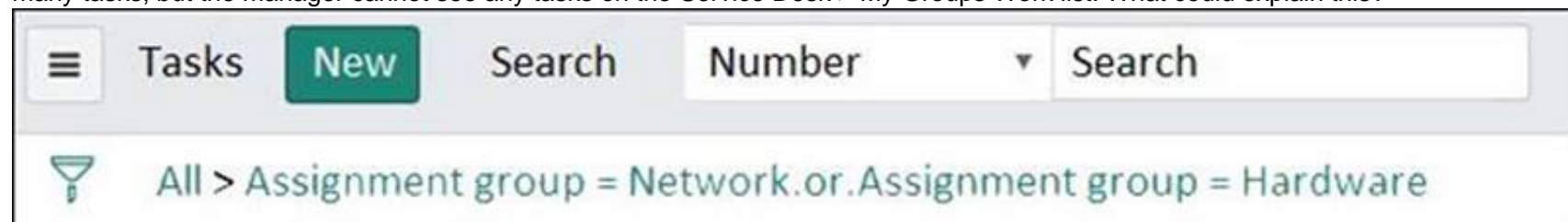
A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
B. The manager does not have the itil role.
C. The manager is not a member of the Service Desk group.
D. The manager is not a member of the Network and Hardware groups.
E. The Assignment Group manager field is empty.

Answer: C

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_Cre

NEW QUESTION 5
- (Exam 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: BEF

NEW QUESTION 6
- (Exam Topic 3)
If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

A. itil users
B. Any user with an article's permalink
C. Any active user
D. No users
E. Users with kb_user role

Answer: C

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654

NEW QUESTION 7
- (Exam Topic 3)
Which type of scripts run in the browser?

A. Policies and Client Scripts
B. Access Contral Scripts
C. script Include Scripts
D. Business Rule Scripts

Answer: A

NEW QUESTION 8
- (Exam 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 9
- (Exam 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: C

NEW QUESTION 10
- (Exam Topic 2)
When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

A. Look up their password, so you can login with their account
B. Initiate a Connect Chat session
C. Install the Bomgar plug-in
D. Impersonate the user
E. Launch a NowChat window

Answer: B

NEW QUESTION 10
- (Exam Topic 2)
Which one of the following is an accurate list of changes that are captured in an Update Set?

A. Changes made to tables, forms, schedules, and client scripts
B. Changes made to tables, forms, views, and fields
C. Changes made to: tables, form
D. Business Rules, and data records
E. Changes made to: table
F. forms groups, and configuration items (Cls)

Answer: A

NEW QUESTION 15
- (Exam Topic 2)
Which of the following are not included in an Update Set, by default? (Choose four.)

A. Homepages
B. Data

C. Published Workflows
D. Business Rules
E. Schedules
F. Database changes
G. Related Lists
H. Report Definitions
I. Scheduled Jobs
J. Client Scripts
K. Views

Answer: ABEF

Explanation:
Reference:
https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/workflow-administration/conce

NEW QUESTION 20
- (Exam Topic 2)
Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

A. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role
B. Create Catalog Item and use the Not Available list to specify the Manager Group
C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role

Answer: B

Explanation:
Reference:
https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/t

NEW QUESTION 25
- (Exam 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 29
- (Exam Topic 2)
The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

A. Incident Auto-Resolution
B. Ticket Resolver
C. Virtual Agent Helper
D. Web Intelligence

Answer: A

NEW QUESTION 34
- (Exam Topic 2)
On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

A. Group
B. Department
C. My reports
D. Team
E. Dashboards
F. Global
G. Admin
H. Analytics
I. All
J. Company

Answer: AEFG

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html

NEW QUESTION 38
- (Exam Topic 2)

What is used frequently to move customizations from one instance to another?

A. Update Sets
B. Code Sets
C. Update Packs
D. Configuration Logs
E. Remote Sets
F. Local Sets
G. Code Packs

Answer: A

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service-mapping/task/export

NEW QUESTION 43
- (Exam 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_HowB

NEW QUESTION 46
- (Exam Topic 2)
What controls the publishing and retiring process for knowledge articles?

A. Approval Policies
B. Approval Definitions
C. Workflow Designer
D. Workflows
E. State Lifecycle

Answer: C

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference

NEW QUESTION 51
- (Exam Topic 2)
Group records are stored in which table?

A. Group [sn_user_group]
B. Group [sys_user_group]
C. Group [s_sys_group]
D. Group [u_sys_group]

Answer: B

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548

NEW QUESTION 52
- (Exam Topic 2)
Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

A. Sourcing fields
B. Function fields
C. Computational fields
D. Calculation fields

Answer: B

NEW QUESTION 53
- (Exam Topic 2)
You are showing your customer a new form that you have created for their new application. They would like to add a field to the form. Where could you do that? (Choose two.)

A. Select Fields and Columns module
B. Right click on form header, select Configure > Form Layout
C. Click on context menu, select Configure > Form Designer
D. Select Field Class Manager module

Answer: BC

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_Crea

NEW QUESTION 58
- (Exam Topic 2)
A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

A. Specify the Dept_Mgr role on the catalog content block
B. Add the Department Manager group to the catalog item's user criteria
C. Add the Department Manager group to the catalog item's ACL
D. Only publish the item in the HR service catalog
E. Use a Dept_Mgr ACL on the HR service catalog

Answer: C

NEW QUESTION 62
- (Exam Topic 2)
Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

A. Incident.Major_Incident
B. incident=>major_incident
C. incident<=>major_incident
D. incident||major_incident
E. incident.major_incident

Answer: E

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/contextual-security/concept/

NEW QUESTION 66
- (Exam Topic 2)
Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

A. Extended Validation Access (EVA)
B. Organization Verification Card (OVC)
C. Common Access Card (CAC)
D. Domain Authentication Card (DAC)
E. Personal Identify Verification (PIV)

Answer: CE

NEW QUESTION 70
- (Exam Topic 2)
Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

A. System Notification > Email > Notifications
B. Administration > Notification Overview
C. System Properties > Email > Settings
D. User Preferences > Email > Notifications
E. Click Gear > Notifications > New

Answer: A

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANoti

NEW QUESTION 74
- (Exam Topic 2)
How is a group defined in ServiceNow?

A. A group is one record stored in the Group Type [sys_user_group_type] table
B. A group is one record stored in the Group [sys_user_group] table
C. A group defines a set of users that share the same location

D. A group defines a set of users that share the same job title

Answer: B

NEW QUESTION 75
- (Exam 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 78
- (Exam 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 81
- (Exam 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 86
- (Exam Topic 2)
In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

A. personal ize.control
B. personal_list
C. ul_page_admin
D. ui_action_admin

Answer: A

NEW QUESTION 91
- (Exam Topic 2)
What do you need to do before you can use an Application-based trigger in your flow?

A. Activate application trigger spoke
B. Activate trigger security rules
C. Activate application spoke, and plug-ins as needed
D. Assign Application trigger role [sn_app_trigger_write] to SME
E. Activate application plugins only

Answer: B

NEW QUESTION 94
- (Exam Topic 2)
ServiceNow contains a resource which provides the following:
A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.
A CMDB framework across our products and platform that will enable and support multiple configuration strategies.
What resource do these statements describe?

A. Common Services Data Model (CSDM)
B. Information Technology Service Management (ITSM)
C. Configuration Management Database (CMDB)
D. Information Technology Infrastructure Library (ITIL)

Answer: A

Explanation:
Reference:
https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-bri

NEW QUESTION 99
- (Exam 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 101
- (Exam Topic 2)
What needs to be specified, when creating a Business Rule? (Choose four.)

A. UI action
B. Table
C. Fields to update
D. Who can run
E. Script to run
F. Application scope
G. Update set
H. Timing
I. Condition to evaluate

Answer: ABEF

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/task/t_Ed

NEW QUESTION 103
- (Exam 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

NEW QUESTION 104
- (Exam Topic 2)
What is the purpose of the Event Registry?

A. The Event Registry lists all Events that have successfully completed within a 24-hour period
B. The Event Registry is a list of all Events that originate through an integration
C. The Event Registry is a module that provides Event definitions
D. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script

Answer: A

NEW QUESTION 105
- (Exam Topic 2)
Which tool is used for creating dependencies between configuration items in the CMDB?

A. CI Relationship Editor
B. CMDB Builder
C. CI Service Manager
D. CI Class Manager

Answer: D

NEW QUESTION 108
- (Exam Topic 2)

What is the purpose of a Data Policy?

A. Data Policies enforce security
B. Data Policies standardize data in Update Sets
C. Data Policies enforce data consistency
D. Data Policies apply to lists to standard data

Answer: C

NEW QUESTION 110
- (Exam 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 112
- (Exam 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 Prion:, 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 116
- (Exam Topic 2)
Which of the following is used to categorize, flag, and locate records?

A. Search
B. Favorites
C. Tags
D. Bookmarks

Answer: C

NEW QUESTION 120
- (Exam 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 123
- (Exam 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

NEW QUESTION 124
- (Exam Topic 2)
Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.
For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions. For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
B. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.
C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Answer: C

NEW QUESTION 129
- (Exam 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 132
- (Exam Topic 2)
Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

A. Flows
B. Action Sequences
C. Action Sets
D. Task Flows
E. Flow Diagrams

Answer: E

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-des

NEW QUESTION 137
- (Exam 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 138
- (Exam 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 140
- (Exam Topic 1)
Configuration will not affect what others see on their forms.

A. True
B. False

Answer: B

NEW QUESTION 145
- (Exam Topic 1)
UI Action can prompt that an Incident has been successfully submitted.

A. True
B. False

Answer: A

NEW QUESTION 147
- (Exam 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 148
- (Exam Topic 1)
Where can Admins check which release is running on an ServiceNow instance?

A. Memory Stats module
B. Stats module
C. System.upgraded table
D. Transactions log

Answer: B

NEW QUESTION 152
- (Exam 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 156
- (Exam Topic 1)
What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
C. REQ (Number)>RITM (Number)>TASK (Number)
D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

NEW QUESTION 157
- (Exam 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 159
- (Exam Topic 1)
What is the function of user impersonation?

A. Testing and visibility
B. Activate verbose logging
C. View custom perspectives
D. Unlock Application master list

Answer: A

NEW QUESTION 163
- (Exam Topic 1)
The baseline Service Catalog homepage contains links to which of the following components?

A. Record Producers, Order Guides, and Catalog Items
B. Order Guides, Item Variables, and Workflows
C. Order Guides, Catalog Items, and Workflows

D. Record Producers, Order Guides, and Item Variables

Answer: A

NEW QUESTION 165
- (Exam Topic 1)
What is a Record Producer?

A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
B. A Record Producer creates user records
C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Answer: D

NEW QUESTION 167
- (Exam Topic 1)
Access Control rules may be defined with which of the following permission requirements? (Choose three.)

A. Roles
B. Conditional Expressions
C. Assignment Rules
D. Scripts
E. User Criteria
F. Groups

Answer: ABD

NEW QUESTION 171
- (Exam Topic 1)
Which are states that you can make a field on a form using UI Policy?

A. read-only
B. write-only
C. Necessary
D. Mandatory
E. Empty
F. Hidden

Answer: ADF

NEW QUESTION 174
- (Exam Topic 1)
What are the two pathways to view feedback left on a published article?

A. Knowledge > articles > My Flagged
B. Knowledge base > my knowledge > flagged articles
C. Knowledge > My articles > Flagged
D. Knowledge > articles > published

Answer: AD

NEW QUESTION 178
- (Exam Topic 1)
A knowledge article must be which of the following states to display to a user?

A. Published
B. Drafted
C. Retired
D. Reviewed

Answer: A

NEW QUESTION 182
- (Exam Topic 1)
Which group of permissions is used to control Application and Module access?

A. Access Control Rules
B. UI Policies
C. Roles
D. Assignment Rules

Answer: C

NEW QUESTION 185

- (Exam Topic 1)
Which would NOT appear in the History section of the Application Navigator?

A. Records
B. UI Pages
C. Lists
D. Forms

Answer: B

NEW QUESTION 186
- (Exam Topic 1)
Reports can be created from which different places in the platform? (Choose two.)

A. List column heading
B. Metrics module
C. Statistics module
D. View / Run module

Answer: AD

NEW QUESTION 189
- (Exam Topic 1)
Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

A. They direct the user to a record producer
B. They direct the user to a catalog property
C. They direct the user to a catalog UI policy
D. They direct the user to a catalog client script

Answer: A

NEW QUESTION 194
- (Exam Topic 1)
Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

A. The CMDB contains data about tangible and intangible business assets
B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
D. The CMDB contains ITIL process data pertaining to configuration items

Answer: A

NEW QUESTION 195
- (Exam Topic 1)
Which configuration allows you to use a script to coalesce data in Import Sets?

A. Multiple-field coalesce
B. No coalesce
C. Conditional coalesce
D. Single-field coalesce

Answer: C

NEW QUESTION 197
- (Exam 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 200
- (Exam Topic 1)
Knowledge Base Search results can be sorted by which of the following? (Choose three.)

A. Most recent update
B. Popularity
C. Relevancy
D. Manager assignment
E. Number of views

Answer: ACE

NEW QUESTION 203
- (Exam Topic 1)
Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

A. onSubmit
B. onUpdate
C. onCellEdit
D. onLoad
E. onEdit
F. onChange
G. onSave

Answer: ACDF

NEW QUESTION 208
- (Exam Topic 1)
Which term refers to application menus and modules which you may want to access quickly and often?

A. Breadcrumb
B. Favorite
C. Tag
D. Bookmark

Answer: B

NEW QUESTION 211
- (Exam Topic 1)
Which statement is true about business rules?

A. A business rule must run before a database action occurs
B. A business rule can be a piece of Javascript
C. A business rule must not run before a database action occurs
D. A business rule monitors fields on a form

Answer: B

NEW QUESTION 212
- (Exam Topic 1)
Which one of these applications is available to all users?

A. Change
B. Incident
C. Facilities
D. Self-Service

Answer: D

NEW QUESTION 217
- (Exam 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 219
- (Exam Topic 1)
database live at the Data Center.

A. True
B. False

Answer: A

NEW QUESTION 221
- (Exam Topic 1)
A role is recorded in which table?

A. Role[sys_user]
B. Role[sys_user_profile]
C. Role[sys_user_record]
D. Role[sys_user_role]

Answer: A

NEW QUESTION 226
- (Exam Topic 1)
Which of the following is used to initiate a flow?

A. A Trigger
B. Core Action
C. A spoke
D. An Event

Answer: A

NEW QUESTION 228
- (Exam Topic 1)
What are the 5 provided Roles by ServiceNow?

A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

Answer: ABCDE

NEW QUESTION 230
- (Exam Topic 1)
Table Access Control rules are processed in the following order:

A. any table name (wildcard), parent table name, table name
B. table name, parent table name, any table name (wildcard)
C. parent table name, table name, any table name (wildcard)
D. any table name (wildcard), table name, parent table name

Answer: B

NEW QUESTION 233
- (Exam Topic 1)
What is the purpose of flagging an article in a knowledge base?

A. To mark an article to read later.
B. Allow a user to submit feedback about an article
C. Reporting an error

Answer: B

NEW QUESTION 236
- (Exam 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 239
- (Exam Topic 1)
There are _____ common types of Interfaces (Numeric Value)
6: There are six common types of interfaces

A. Homepage: Consists of navigational elements, functional controls, and platform information.
B. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.
C. Form: Data is entered into ServiceNow through forms
D. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.
E. Maps: Display ServiceNow data graphically on a Google map
F. Timelines: Used to track tasks or projects

Answer: C

NEW QUESTION 240
- (Exam 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 243
- (Exam Topic 1)
ServiceNow is a single-instance, multiple tenant architecture?

A. True
B. False

Answer: B

NEW QUESTION 248
- (Exam Topic 1)
Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

A. True
B. False

Answer: A

NEW QUESTION 252
- (Exam Topic 1)
For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

A. Service Catalog variables can only be used in Record Producers
B. Service Catalog variables can only be used in Order Guides
C. Service Catalog variables cannot affect the order price
D. Service Catalog variables are global by default

Answer: D

NEW QUESTION 254
- (Exam Topic 1)
When searching using the App Navigator search field, what can be returned? (Choose four.)

A. Names of Applications and Modules
B. Names of Modules
C. Names of Applications
D. Favorites
E. History Records
F. Titles of Dashboard Gauges

Answer: ABCD

NEW QUESTION 257
- (Exam 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 262
- (Exam Topic 1)
A User is stored in which table?

A. User [sys_user]
B. User [sys_user_group]
C. User [syst_user_profile]
D. User [user_profile]

Answer: A

NEW QUESTION 266
- (Exam Topic 1)
What is a formatter? Select one of the following.

A. A formatter allows you to configure applications on your instance
B. A formatter is a form element used to display information that is not a field in the record
C. A formatter allows you to populate fields automatically
D. A formatter is a set of conditions applied to a table to help find and work with data

Answer: B

NEW QUESTION 270
- (Exam Topic 1)
What is the purpose of a Related List?

A. To create a one-to-many relationship
B. To dot-walk to a core table
C. To present related fields
D. To present related records

Answer: D

NEW QUESTION 273
- (Exam Topic 1)
Which of the following is true of Service Catalog Items in relation to the Service Catalog?

A. They run behind the scenes.
B. They are the building blocks.
C. They are optional.
D. They provide options.

Answer: B

NEW QUESTION 276
- (Exam Topic 1)
Tables are made up of which of the following?

A. records
B. lists
C. forms.
D. fields

Answer: AD

NEW QUESTION 279
- (Exam Topic 3)
'Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the
HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
B. Add User Criteria for HR Manager Group on the Category's Can Read list
C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
D. Add User Criteria for HR Manager Group on the Can Read list of the article

Answer: B

NEW QUESTION 281
- (Exam 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_Con

NEW QUESTION 282

- (Exam Topic 3)
On a Business Rule, the When salting determines at what point the rule executes. What are the options for specifying that timing?

A. Insert, Update, Delet
B. Query
C. 4G} Before, After, Async, Display
D. Prior to, Synchronous, on Update
E. Before, Synchronous, Scheduled Job, View

Answer: B

NEW QUESTION 283
- (Exam 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 285
- (Exam 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 288
- (Exam Topic 3)
When managing tags, you can adjust who is able to see iL What are the visibility options? Choose 3 answers

A. Admins
B. Everyone
C. Groups and Users
D. Roles and Permissions
E. Me

Answer: BCE

NEW QUESTION 289
- (Exam Topic 3)
A Role is defined as what?

A. A collection of permissions
B. A set of user access policies
C. A Persona in a workflow
D. A set of access control rules

Answer: A

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c_Roles.html

NEW QUESTION 291
- (Exam Topic 3)
What table acts as a staging area for records imported from a data source?

A. Transform Table
B. Staging Table
C. Import Set Row Table
D. Temp Table

Answer: C

NEW QUESTION 293
- (Exam Topic 3)

When selecting the Target table for an import, which tables can you select? Choose 3 answers

A. Tables within the global scope
B. Tables within the existing application scope
C. Tables outside of ServiceNow
D. Tables which allow write access to other applications
E. Related tables, using Dot Walk

Answer: ABD

NEW QUESTION 294
- (Exam Topic 3)
When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

A. On the list, locate and right click on the value Hardware, select Show Matching
B. Click Funnel ten, type Hardware and click enter
C. On the Category column header, right click and select Show > Hardware
D. Right dick on magnifier, type Hardware and click enter
E. On Breadcrumb, click > icon, type Hardware and click enter

Answer: A

NEW QUESTION 299
- (Exam Topic 3)
Which statement correctly describes the differences between a Client Script and a Business Rule?

A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
B. A Client Script executes on the server and a Business Rule executes on the client
C. A Client Script executes on the client and a Business Rule executes on the server
D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

Answer: C

Explanation:
Reference: https://community.servicenow.com/community?id=community_question&sys_id=77a80361db5cdbc01dcaf3231

NEW QUESTION 300
- (Exam 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 304
- (Exam Topic 3)
What Service Catalog feature do you use to organize items into logical groups?

A. Variable sets
B. Catalog items
C. Sections
D. Categories

Answer: A

NEW QUESTION 308
- (Exam Topic 3)
What framework can be used to manage the tables and Cis associated with a use case?

A. Common Service Date Model (CSDM) product view
B. Scename Dashboard
C. CMDB Use Case Modelar
D. CI Use Case Modeler

Answer: A

NEW QUESTION 313
- (Exam 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_

NEW QUESTION 318
- (Exam Topic 3)
What is the platform name for the Group table?

A. SyS_USer_group
B. Sys_group
C. group
D. sys_groups

Answer: A

NEW QUESTION 321
- (Exam Topic 3)
What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?
Choose 4 answers

A. Submit KB Errata
B. Add Comments
C. CC Click frowning icon
D. Tag as Helpful
E. Flag Article
F. Rate with Stars

Answer: BDEF

NEW QUESTION 323
- (Exam Topic 3)
What types of entities can receive task assignments, in ServiceNow? Choose 2 answers

A. Groups
B. Users
C. Departments
D. Teams.

Answer: AB

NEW QUESTION 324
- (Exam Topic 3)
On what part of the ServiceNow instance, would you find he option to impersonate User?

A. Module
B. Application Navigator
C. Banner
D. Content Frame

Answer: C

NEW QUESTION 326
- (Exam Topic 3)
What instance resource allows you to access guided tours, information about actions, and instructions an how to use inputs and outputs in your flaw?

A. Community
B. Help Panel (question mark icon)
C. Docs
D. Wiki

Answer: B

NEW QUESTION 327
- (Exam Topic 3)
What feature do you use to specify which users are able to access a Service Catalog Item?

A. Can Read Role
B. Catalog User Role
C. Can Order Tab
D. User Criteria

Answer:

D

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/task/t

NEW QUESTION 328
- (Exam Topic 3)
Who 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 329
- (Exam 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/u

NEW QUESTION 332
- (Exam Topic 3)
What are examples of UI Actions relating to forms? Choose 3 answers

A. Form Context Menu
B. Form View
C. Form Buttons
D. Form Links.
E. Form Columns

Answer: ACD

NEW QUESTION 337
- (Exam Topic 3)
What is the primary objective of the Display Business Rule?

A. To monitor fields on a form, and provide feedback
B. To use a shared g_scratchpad object, which can be sent to the client, as part of the form
C. To set files to mandatory, hidden, and read-only
D. To define what happens on a form, when a particular fled changes

Answer: B

NEW QUESTION 341
- (Exam Topic 3)
When looking at a long list of records, you want to quickly filler, to show only those which have Shon Description containing email
How might you do that?

A. Click List Magnifier to expand column search, on Short Description, type "email, click enter
B. Click List Magnifier to expand column search, on Short Description, lype *email, click enter
C. Click List Magnifier to expand column search, on Short Description, type email, click enter
D. On Search box, select text, type email, click enter

Answer: A

NEW QUESTION 342
- (Exam Topic 3)
Here is an example of the criteria set for a knowledge base:
* Companies: ACME North America
* Department: HR
* Groups: ACME Manager
* Match All: Yes
In this example, what users would have access to this knowledge base?

A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

NEW QUESTION 347
- (Exam Topic 3)
When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

A. Run Transform
B. Run Import
C. Import Dataset
D. Execute Transform
E. Schedule Transform

Answer: D

Explanation:
Reference:
https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingA

NEW QUESTION 351
- (Exam Topic 3)
What is the most common role that has access to almost all platform features, functions, and data?

A. Security Admin [security_admin]
B. Sys Admin [sys_admin]
C. Admin [sn_admin]
D. System Administrator [admin]
E. Base Admin [base_admin]

Answer: C

Explanation:
Reference:
https://developer.servicenow.com/dev.do#!/guides/quebec/now-platform/glossary/developer-glossary

NEW QUESTION 356
- (Exam Topic 3)
Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

A. One Approval can have many Requests
B. One Request can have many Requested Items
C. One Requested Item can have many Approvals
D. One Requested Item can have many Catalog Tasks
E. One Cart can have many Requests

Answer: BDE

NEW QUESTION 359
- (Exam 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

NEW QUESTION 362
- (Exam Topic 3)
In what order are Access Controls evaluated?

A. Field-level - mast general to most specific: then Row-level - most specific to most general
B. Table-level - most specific to most general; then Row-level - most specific to most general
C. Table-level - most specific to most general; then Field-level « most specific to mast general
D. Field-level - most specific to most general: then Table-level - most specific to most general

Answer: D

NEW QUESTION 367
- (Exam Topic 3)
On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

A. Service Tracer
B. Automapping Utility
C. Relationships
D. Transform Map

Answer: C

NEW QUESTION 369
- (Exam 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/virtu

NEW QUESTION 374
- (Exam Topic 3)
What is the result of the order in which access controls are evaluated?

A. Ensures user has access to the fields in a table, before considering their access to the table
B. Ensures user can get to work as quickly as possible
C. Ensures user has access to the application, before evaluating access to a module within the application
D. Ensures user has access to a table, before evaluating access to a field in the table

Answer: D

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355

NEW QUESTION 375
- (Exam Topic 3)
While testing a Catalog Item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob, Smith, but not for any of the other requesters. What could explain the issue?

A. There is a business rule, excluding Bob.Smith from any approvals.
B. Bob Smith does not have a delegate set up on his account,
C. The Bob Smith user account, does not have a manager specified.
D. The manager does not have a delegate assigned,
E. Bob Smith is a VIP.

Answer: A

NEW QUESTION 379
- (Exam Topic 3)
Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

A. Add the role Log Write [sn_log_write] to the Impersonator Group
B. Create user update set for impersonation tracking
C. Activate the glide.sys.log_impersonation prop
D. From User icon, select Elevate Roles
E. On the Impersonator role record, right click and select Create Log

Answer: C

Explanation:
Reference https://support.servicenow.com/kb?id=kb_article_view&sysparm_article (KB0717055

NEW QUESTION 381
- (Exam Topic 3)
You have heard about a new application released by SericeNow, You want to try it out, to-see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

A. Check the latest release notes at docs.servicenow.com.
B. Activate the application plug in, on your personal dev instance.
C. Search the wiki for the sales demo request form,
D. Activate the application plug in, on your company's production instance.

Answer: B

NEW QUESTION 384
- (Exam Topic 3)
What options can you see, when you fight click on a CI, from the CI dependency view map? Choose 3 answers

A. View Affected Cis
B. View Related Tasks
C. View Recent Outages
D. View Cases
E. View Knowledge

Answer: ABC

NEW QUESTION 386
- (Exam 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 388
- (Exam Topic 3)
Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

A. Role Assignment Rules
B. CRUD Rules
C. Scripted User Rules
D. Access Control Rules
E. User Authentication Rules

Answer: D

NEW QUESTION 389
- (Exam Topic 3)
The Report Designer contains different section for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

A. Properties
B. Data
C. Configure
D. Type
E. Sources

Answer: C

NEW QUESTION 391
- (Exam Topic 3)
A subject matter expert routinely receives tasks which have been worked by first level support, before receiving the assignment
What could you suggest. to make it easier for the expert to read only the work notes in the Activity log?

A. Click Context menu > Work Notes View
B. Click Personalize icon and select Activity Stream
C. Right click form header > Form Layout > Add Work Notes Section
D. Click Funnel icon and select only work notes
E. Click Context menu > History

Answer: D

NEW QUESTION 395
- (Exam Topic 3)
The customer has asked that your 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 400
- (Exam Topic 3)
When importing spreadsheet data into ServiceNow, what is the first step in the process?

A. Load Data
B. Run Data Scrubber
C. Set Coalesce
D. Define Data Source
E. Select Import Set

Answer: A

NEW QUESTION 401
- (Exam Topic 3)
An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? Choose 2 answers

A. Their user account failed LDAP authentication
B. Their user account is not logged in properly
C. Their user account was not approved by their manager
D. Their user account does not have itil role
E. Their user account does not belong to any groups, which contain the itil role

Answer: AC

NEW QUESTION 406
- (Exam Topic 3)
A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

A. Additional Info
B. More Info
C. Related Links
D. Related Lists

Answer: D

NEW QUESTION 407
- (Exam 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 412
- (Exam Topic 3)
What are the steps for importing data using an import set?

A. Select source file; Run automap; Transform data; Clean up target table
B. Set up LDAP; Test map: Create update set; Run import: Apply update set
C. Identify source; Import transform map: Run transformer; Verity import
D. Load the data; Create transform map; Transform data; Clean up import table

Answer: D

NEW QUESTION 414
- (Exam Topic 3)
What are the three key tables in an enterprise CMDO? Choose 3 angwers

A. sn_cmdt_bak
B. Sh_emdb_ci
C. cmap_ret_ci
D. cmdb_bak
E. cmdb_ci
F. sh_eomdb
G. cmap

Answer: CEG

NEW QUESTION 415
- (Exam Topic 3)
Which SericeNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which Cis supporing that service have active issues?

A. AL Service Dashboard
B. CI Health Dashboard
C. Dependency View
D. Event Management Homepage

Answer: B

NEW QUESTION 419
- (Exam Topic 3)
What type of field has a drop down list, from which you can pick from pre-defined options?

A. Choice
B. Picker
C. Drop down
D. Option

Answer: A

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0538947

NEW QUESTION 421
- (Exam Topic 3)
Which module would you use to customize your instances banner image, text and colors? A Homepage Admin > Pages > Branding

A. System UI > UI Pages > Branding
B. System Properties > Branding
C. System Properties > Basic Configuration UI16
D. Service Portal > Portals > Branding

Answer: D

NEW QUESTION 423
- (Exam Topic 3)
Which best describes a field in a SeniceNow 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 428
- (Exam Topic 3)
When adding a related list to a form, you choose the related list from the list callector, What is an example of a related list you might see on the list collector?
Choose 3 answers:

A. Release Phase==Parent
B. Catalog Task->Parent
C. HR Case-=Parent
D. Problem==Parent
E. Outage->Task number

Answer: BCE

NEW QUESTION 429
- (Exam Topic 3)
The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of following these workflows are included in the platform?

A. Employee Workflows
B. Infrastructure Workflows
C. Federal Workflows
D. Manufacturing Workflows
E. Customer Workflows
F. IT Workflows

Answer: AEF

NEW QUESTION 432
- (Exam 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 433
- (Exam Topic 3)
Which type of ServiceNow script runs on the web browser?

A. Server script
B. Local script
C. Database script
D. Client script

Answer: D

NEW QUESTION 437
- (Exam Topic 3)
Which type of scripts nun in the browser?

A. Script include Scripts
B. Business Rule Scripts
C. Access Contra! Scripts
D. Ul Policies and Client Scripts

Answer: D

NEW QUESTION 441
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