# Exam Questions CSA

ServiceNow Certified System Administrator

## https://www.2passeasy.com/dumps/CSA/

**NEW QUESTION 1**
- (Topic 3)
When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

A. Trigger runtime value
B. Sequence runtime value
C. Starting runtime value
D. Data pill runtime value
E. Input runtime value

**Answer:** D

**Explanation:**
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/data-population.html
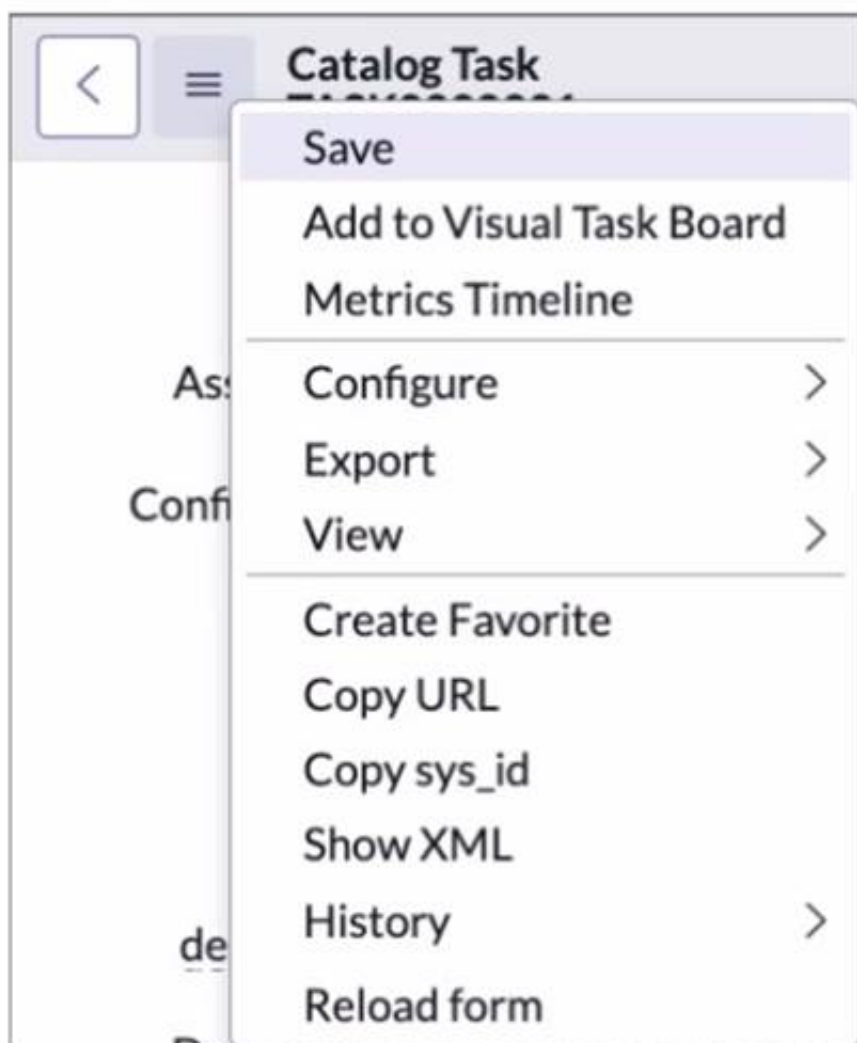
**NEW QUESTION 2**
- (Topic 3)
Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

A. User Policy
B. UI policy
C. Predictive Intelligence
D. Assignment Rule

**Answer:** D

**NEW QUESTION 3**
- (Topic 3)



Which path would you take to access the table configuration page from a form?

A. The Form Context menu > View > Table
B. The Form Context menu > Configure > Table
C. The Form Context menu > Configure > Dictionary
D. The Form Context menu > View > Show Table

**Answer:** B

**NEW QUESTION 4**
- (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


**NEW QUESTION 5**
- (Topic 3)
In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

A. Field Icon
B. Field Value
C. Data Pill
D. Data Element
E. Data Trigger

**Answer:** D


**NEW QUESTION 6**
- (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 7**
- (Topic 3)
An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

A. customer.all
B. customer .*
C. customer.field
D. customer.none

**Answer:** B

**Explanation:**
The customer .* ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles because it uses a wildcard (*) to match any operation on the customer table. The other options are either too restrictive or too broad.
References1: Access control list rules - Product Documentation: Utah - ServiceNow4: Access Controls — ServiceNow Elite


**NEW QUESTION 8**
- (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 9**
- (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 10**
- (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 10**
- (Topic 3)
User records are stored in which table?

A. User [sys_user]
B. User [sn_user]
C. User [u_sys_user]
D. User [s_user]

**Answer:** A

**Explanation:**
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_UserPreferences.html

**NEW QUESTION 13**
- (Topic 3)
Which type of scripts nun in the browser?

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

**Answer:** D

**NEW QUESTION 15**
- (Topic 3)
What are advantages of using Flow Designer? (Choose three.)

A. Supports advanced developers
B. Enables complicated scripting
C. Reduces technical debt
D. Less manual scripting
E. Smooth integration with 3rd party systems

**Answer:** CDE

**NEW QUESTION 18**
- (Topic 3)
A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

A. Click Personalize List
B. Right click on any column heade
C. Context Menu > Configure > List Layout
D. Click List Context Menu > Personalize List
E. Click List Content Menu > Configure > List Layout

**Answer:** B

**Explanation:**
To rearrange the columns on a list, users can right click on any column header and select Configure > List Layout from the context menu2. This will open a dialog box where users can select the available fields and move them to the selected list using the arrow buttons2. Users can also drag and drop the fields to change the order of the columns2.
References
? How To Configure List and Form Layouts | by ServiceNow Scholar - Medium2

**NEW QUESTION 22**
- (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 25**
- (Topic 3)
Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

A. Schema Map
B. Dependency View
C. Dependency Map
D. Database View

**Answer:** B

**Explanation:**
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-map-ng/concept/c_BusinesssServiceManagementMaps.html

**NEW QUESTION 26**
- (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 27**
- (Topic 3)
On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

A. Self Service Module
B. Application Navigator
C. Service Desk Homepage
D. Favorites

**Answer:** B

**NEW QUESTION 30**
- (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 35**
- (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 38**
- (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

**NEW QUESTION 42**
- (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

**NEW QUESTION 45**
- (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 46**
- (Topic 3)
Which framework can automatically populate values for the priority and Category field based on the Short description field value?

A. UI Policy
B. Assignment Rule
C. Action
D. Predictive intelligence
E. CSDM

**Answer:** A

**NEW QUESTION 51**
- (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 table1. 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 table2. 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 assist1.
References
? Transform Maps - Product Documentation: San Diego - ServiceNow1
? Importing Data: Excel to ServiceNow - Finite Partners2

**NEW QUESTION 53**
- (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 54**

- (Topic 3)
You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

A. Parent-Child Approvers.
B. Approval Chains
C. Flows
D. Approval Criteria
E. Approver Delegates

**Answer:** D

**NEW QUESTION 59**
- (Topic 3)
What are the components that make up a filer condition? Choose 3 answers

A. Column
B. Match Criteria
C. Field
D. Value
E. Operator

**Answer:** C

**NEW QUESTION 62**
- (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 66**
- (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 68**
- (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 72**
- (Topic 3)
What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

A. Notifications
B. Alerts
C. Texts
D. Events
E. Emails

**Answer:** D

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

**NEW QUESTION 75**
- (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 80**
- (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 82**
- (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 85**
- (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 90**
- (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 95**
- (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 97**
- (Topic 3)
Which low components allow you to specify when a flow should be run?

A. Trigger and Condition Pill
B. Scope and Trigger Condition
C. Trigger and Condition
D. Trigger Criteria and Clock
E. Condition and Table

**Answer:** C

**Explanation:**
Triggers define when a flow should start running, and conditions are used to specify the specific circumstances under which a flow should run. By combining triggers and conditions, you can create flows that run only when specific events occur and only for certain types of records.
References:
? ServiceNow Product Documentation: Flow Designer - Overview - https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html
? ServiceNow Product Documentation: Flow triggers - https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow-triggers.html

**NEW QUESTION 99**
- (Topic 3)
Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

A. Flow Designer
B. Process Automation Designer
C. Process Workflow Designer
D. Workflow Editor

**Answer:** B

**NEW QUESTION 100**
- (Topic 3)
Which tables are children of the Task table and come with the base system? Choose 3 answers

A. Incident
B. Problem
C. Change Request
D. Config
E. Dictionary
F. cmdb

**Answer:** ABC

**Explanation:**
The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.
References
? https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept/c_TaskTable.html
? https://www.servicenow.com/community/now-platform-forum/parent-table-to-get-an-access-to-child-table-column/m-p/1133982
? https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table/m-p/1618247

**NEW QUESTION 101**
- (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 104**
- (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 108**
- (Topic 3)
Which set of steps is used to import spreadsheet data into a ServiceNow table?

A. Load Data, Create Transform Map, Run Transform
B. Select Import Set, Select Transform Map, Run Transform
C. Select Data Source, Schedule Transform
D. Define Data Source, Select Transform Map, Run Transform

**Answer:** A

**Explanation:**
These are the steps to import spreadsheet data into a ServiceNow table, as explained in the official documentation1 and the video tutorial2. The other options are either incomplete or incorrect.
References1: Import a spreadsheet - Product Documentation: Utah - Now Support Portal2: How To Import Data Into ServiceNow - YouTube

**NEW QUESTION 111**
- (Topic 3)
Farm a form, what would you click, to modify the order of the fields on the form? Choose 2 answers

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

**Answer:** AC

**NEW QUESTION 114**
- (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 118**
- (Topic 3)
A customer wants to be able to identify and track components of their infrastructure that support their ecommerce service. What ServiceNow products could support this
requirement? Choose 3 answers

A. Performance Analytics
B. Configuration Management (CMDB)
C. Financial Management
D. Discovery
E. Service Mapping

**Answer:** BDE

**Explanation:**
Configuration Management (CMDB) is a product that allows users to identify and track components of their infrastructure, such as servers, applications, databases, networks, and devices, and their relationships1. CMDB provides a single source of truth for IT assets and services, and supports IT service management processes1.
Discovery is a product that automatically scans the network and populates the CMDB with the discovered infrastructure components and their attributes2. Discovery uses probes, sensors, and patterns to identify and classify IT assets, and updates the CMDB with any changes2.
Service Mapping is a product that creates a top-down view of the infrastructure components that support a specific business service, such as ecommerce3. Service Mapping uses discovery data and application traffic analysis to map the dependencies and relationships between IT assets and services, and displays them in a graphical interface3. References
? Configuration Management Database (CMDB) - ServiceNow1
? Discovery - ServiceNow2
? Service Mapping - ServiceNow3

**NEW QUESTION 123**
- (Topic 3)
What icon do you use to change the icon and color on a Favorite'?

A. Star
B. Triangle
C. Pencil
D. Clock

**Answer:** C

**NEW QUESTION 127**
- (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 131**
- (Topic 3)
A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:
* Requested for
*Requested by
* Approving manager
* Delivery instructions
All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

A. Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
B. Create a Record Producer that contains the four fields: then add to the record producer related list on the Catalog files.
C. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
D. Create an Order Guide, which includes all variables: then copy and hide variables as needed.
E. Create a Variable Set Template: then apply to all of the catalog items.

**Answer:** A

**NEW QUESTION 134**
- (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 136**
- (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 137**
- (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 142**
- (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 ta 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 146**
- (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 148**
- (Topic 3)
A customer requests the following data quality measures be added:
* 1. Incident numbers should be read-only on all lists and forms, for all users.
* 2. Short Description field should be mandatory, on all records, across all applications, on insert.
Which type of policy would you use to meet this requirement?

A. Data policy
B. Dictionary Design Policy
C. Data Quality Policy
D. Field Criteria Policy

**Answer:** A


**NEW QUESTION 150**
- (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 155**
- (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 157**
- (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 159**
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

A. Data Policies run only after UI Policies run successfully
B. Data Policies run regardless of how data is entered Into ServiceNow, while UI Policies are used for form interactions
C. Data Policies can be converted into UI Policies, but UI Policies can not be converted into Data Policies
D. Data Policies run when data is entered through the form, by an Import Set or by web services, while UI Policies are set only by web services

**Answer:** D

**NEW QUESTION 163**
- (Topic 2)
What are the three components of a filter condition?

A. Fiel
B. Operator and Value
C. Conditio
D. Operator, and Value
E. Field, Condition, and Value
F. Variable, Field, and Value

**Answer:** A


**NEW QUESTION 164**
- (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 167**
- (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 171**
- (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 175**
- (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 180**
- (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 181**

- (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 182**
- (Topic 2)
New records, new groups, and modified configuration Items (Cls): 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 187**
- (Topic 2)
After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

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

**Answer:** B

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

**NEW QUESTION 190**
- (Topic 2)
When does the Submit button appear on a form?

A. When saving an old record
B. When creating a new record
C. When changing the reference field in an existing record
D. When updating an existing record

**Answer:** B

**NEW QUESTION 191**
- (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 192**
- (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 194**
- (Topic 2)
What is specified in an Access Control rule?

A. Groups, Conditional Expressions and Workflows
B. Table Schema, CRUD, and User Authentication
C. Object and Operation being secured; Permissions required to access the object
D. security_admin

**Answer:** C

**Explanation:**
Reference: https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20control,object%20and%20operati
on%20being%20secured

**NEW QUESTION 197**
- (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-patterns.html

**NEW QUESTION 199**
- (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 202**
- (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 204**
- (Topic 2)
What do you activate when you want to add applications or functionality within your development instance?

A. App Package
B. Updated Pack
C. Patch
D. Plugin
E. App Updated Set

**Answer:** D

**Explanation:**
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceNowPlugins.html

**NEW QUESTION 207**
- (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/concept/c_WorkflowMovementWithUpdateSets.html


**NEW QUESTION 209**
- (Topic 2)
What icon do you use to change the label on a Favorite?

A. Clock
B. Hamburger
C. Pencil
D. Three dots
E. Triangle.
F. Star

**Answer:** C

**Explanation:**
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451


**NEW QUESTION 213**
- (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 215**
- (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 217**
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

A. Data Policies run when data is entered through the form, by an Import Set, or by webservices, while UI Policies are set only by web services
B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies
C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
D. Data Policies run only after UI Policies run successfully

**Answer:** C


**NEW QUESTION 221**
- (Topic 2)
Which of the following statements describes how data is organized in a table?

A. A column is a field in the database and a record is one user
B. A column is one field and a record is one row
C. A column is one field and a record is one column
D. A column contains data from one user and a record is one set of fields

**Answer:** A


**NEW QUESTION 222**

- (Topic 2)
Which section of the ServiceNow UI allows you to perform a global search?

A. Application Navigator
B. Banner frame
C. List pane
D. Content frame

**Answer:** B

**NEW QUESTION 224**
- (Topic 2)
What are two ways to generate an Event? (Choose two.)

A. Business Rule
B. Workflow
C. Log entry
D. Knowledge article publication

**Answer:** AB

**NEW QUESTION 226**
- (Topic 2)
Which module is used as the first step for importing data?

A. Coalesce Data
B. Transform Data
C. Import Data
D. Load Data

**Answer:** D

**Explanation:**
Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.htm

**NEW QUESTION 229**
- (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 230**
- (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 231**
- (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 234**
- (Topic 2)
Which of the following protects applications by identifying and restricting access to available files and data?

A. Application Configuration
B. Verbose Log
C. Access Control Rules
D. Application Scope

**Answer:** D


**NEW QUESTION 236**
- (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 240**
- (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


**NEW QUESTION 244**
- (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


**NEW QUESTION 249**
- (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 252**
- (Topic 2)
What function do you use to add buttons, links, and context menu items on forms and lists?

A. UI Policies
B. UI Settings
C. UI Actions
D. UI Config

**Answer:** C

**Explanation:**
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c_UIActions.html


**NEW QUESTION 255**
- (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 258**
- (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 263**
- (Topic 1)
What information does the System Dictionary contain?

A. The human-readable labels and language settings
B. The definition for each table and column
C. The information on how tables relate to each other
D. The language dictionary used for spell checking

**Answer:** B

**NEW QUESTION 268**
- (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 271**
- (Topic 1)
What is the Import Set Table?

A. A table where data will be placed, post-transformation
B. A table that determines relationships
C. A staging area for imported records
D. A repository for Update Set information

**Answer:** C

**NEW QUESTION 272**
- (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 273**
- (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 275**
- (Topic 1)

What is (are) best practice(s) regarding users/groups/roles? Choose 2 answers

A. You should never assign roles to groups.
B. You should assign roles to users.
C. You should assign roles to groups
D. You should add users to groups

**Answer:** CD

**NEW QUESTION 278**
- (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 280**
- (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 283**
- (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 287**
- (Topic 1)
Which one of the following statements best describes the purpose of an Update Set?

A. An Update Set allows administrators to group a series of changes into a named set andthen move this set as a unit to other systems
B. By default, an Update Set includes customizations, Business Rules, and homepages
C. An Update Set is a group of customizations that is moved from Production to Development
D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

**Answer:** A

**NEW QUESTION 292**
- (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 294**
- (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 295**

- (Topic 1)
Knowledge articles within a knowledge base are grouped by category.

A. True
B. False

**Answer:** A


**NEW QUESTION 300**
- (Topic 1)
Configuration will not affect what others see on their forms.

A. True
B. False

**Answer:** B


**NEW QUESTION 303**
- (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 306**
- (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 307**
- (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 311**
- (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 316**
- (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 321**
- (Topic 1)
UI Policy can make fields read-only, mandatory, or hidden.

A. True
B. False

**Answer:** A


**NEW QUESTION 322**
- (Topic 1)
Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

A. Form
B. List
C. Dashboard
D. Timeline

**Answer:** C


**NEW QUESTION 325**
- (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 327**
- (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 331**
- (Topic 1)
In what order should filter elements be specified?

A. Field, Operator, then Value
B. Field, Operator, then Condition
C. Operator, Condition, then Value
D. Value, Operator, then Field

**Answer:** A


**NEW QUESTION 333**
- (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 336**
- (Topic 1)
Record numbers have to be manually incremented

A. True
B. False

**Answer:** B


**NEW QUESTION 338**
- (Topic 1)
How are Workflows moved between instances?

A. Workflows are moved using Update Sets
B. Workflows are moved using Transform Maps

C. Workflows are moved using Application Sets
D. Workflows cannot be moved between instances

**Answer:** A


**NEW QUESTION 341**
- (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 343**
- (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 345**
- (Topic 1)
Buttons, form links, and context menu items are all examples of what type of functionality?

A. Business Rule
B. UI Action
C. Client Script
D. UI Policy

**Answer:** B


**NEW QUESTION 349**
- (Topic 1)
A REQ number in the Service Catalog represents…

A. the order number.
B. the stage.
C. the task to complete.
D. the individual item in the order.

**Answer:** A


**NEW QUESTION 353**
- (Topic 1)
When using the Load Data and Transform Map process, what is the Mapping Assist used for?

A. Mapping fields using the Import Log
B. Mapping fields using Transform History
C. Mapping fields using an SLA
D. Mapping fields using a Field Map

**Answer:** D


**NEW QUESTION 357**
- (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 358**
- (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 361**
- (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 366**
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 370**
- (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 organization1. 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 satisfaction1.
References
? Knowledge Management - ServiceNow1


**NEW QUESTION 373**
- (Topic 3)
Which is the base table of the configuration management database hierarchy?

A. cmdb_d
B. ucmdb
C. cmdb_ret_Oi
D. cmdb

**Answer:** D


**NEW QUESTION 376**
- (Topic 3)
Which role(s) are required to impersonate a user? Choose 2 answers

A. admin
B. sys_admin
C. security_admin
D. sys_user
E. impersonator

**Answer:** AE

**Explanation:**
 The admin role is required to impersonate any user in ServiceNow, while the impersonator role is required to impersonate a user who has granted impersonation

access to the impersonator. The other roles are not related to the impersonation functionality. References1: Impersonate a user - Product Documentation: San Diego - ServiceNow2: Non-admin users with the "impersonator" role cannot impersonate any user if there are orphaned 'sys_user_has_role' records like " [user: null; role: admin]". - Support and Troubleshooting - ServiceNow

**NEW QUESTION 381**
- (Topic 3)
What actions are taken to filter a long list of records to show only those with the Category of Hardware?

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

**Answer:** C

**NEW QUESTION 385**
- (Topic 3)
What is the language used for scriptingin ServiceNow?

A. JavaScript
B. C++
C. PHP
D. Python

**Answer:** A

**NEW QUESTION 386**
- (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 391**
- (Topic 3)
What contains the configuration changes made in an instance (i.e. changes in a form) and
helps to implement the changes from the Dev environment to another environment?

A. Update sets
B. Transform maps
C. System dictionaries
D. Import sets

**Answer:** A

**Explanation:**
Update sets are the configuration changes made in an instance, such as changes in a form, that can be exported from one instance and imported into another. This helps to implement the changes from the Dev environment to another environment, such as Test or Prod. Update sets capture the changes made to system properties, UI actions, business rules, workflows, and other customizations.
References1: Get started with update sets - ServiceNow - Now Support2: Product Documentation | ServiceNow3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import …4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning5: Retrieving and committing update sets between different … - ServiceNow

**NEW QUESTION 394**
- (Topic 3)
A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

A. Report Dashboard > Create New
B. Reports > Getting Started
C. Performance Analytics > Reports
D. Self-Service > Reports
E. Reports > Create New

**Answer:** E

**Explanation:**
Reference: https://kstate.service-now.com/kb_view.do?sysparm_article=KB12492

**NEW QUESTION 396**

- (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 397**
- (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 401**
- (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 403**
- (Topic 3)
You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which
workflow would you update to make this change?

A. Services Approval Processing
B. 6 Services Catalog Item Request
C. Service Catalog Request
D. Purchasing Process Flow

**Answer:** C

**NEW QUESTION 405**
- (Topic 3)
What are examples of UI Actions, relating to Lists? Choose 4 answers

A. List Links
B. List Control
C. List Buttons
D. List Context Menu
E. List Override
F. List Choices

**Answer:** ACDF

**NEW QUESTION 409**
- (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 414**
- (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 416**
- (Topic 3)
Roles can inherit permissions from other roles. Which role inherits all of the permissions of the catalog role and the user_critena_admm role plus has permissions to create Items and Services?

A. item Admin [sn_item_admin]
B. Sys Admin [sys_admln]
C. Catalog Admin [catalog_admin]
D. Catalog Auinor (sn_cataiog_write]

**Answer:** C


**NEW QUESTION 419**
- (Topic 3)
Which feature can be used to categorize a set of records from a list and make them visible to other users?

A. Tags
B. History
C. Favorites
D. Activity Formatter

**Answer:** A

**Explanation:**
Tags are labels that you can apply to any task record in ServiceNow. You can use tags to categorize, filter, and search records. You can also share tags with other users to make them visible to others1.
ReferencesUsing tags


**NEW QUESTION 422**
- (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 system1.
ReferencesImport and export resources page


**NEW QUESTION 427**
- (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 431**
- (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 435**
- (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-langauge 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 436**
- (Topic 3)
What component causes a flow to run after a record has been created or updated?

A. Date-based trigger
B. Record-based trigger
C. On-change trigger
D. Application-based trigger
E. Updated-date trigger

**Answer:** B

**Explanation:**
A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table1. It allows users to define conditions and actions for the flow based on the record's state and values1. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority1.
References
? Flow trigger types - Product Documentation: San Diego - ServiceNow1

**NEW QUESTION 441**
- (Topic 3)
Which allows the creation of a task-based record from Service Catalog?

A. Record Producers
B. UI Builder
C. Assignment Rule
D. Flow Designer
E. UI Actions=

**Answer:** D

**NEW QUESTION 442**
- (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 443**
- (Topic 3)
How would you distinguish between a Base Class table and a Parent Class table?

A. Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
B. Base Class table is not extended from another tabl
C. Parent class tables may be extended from another table.

D. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
E. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

**Answer:** B


**NEW QUESTION 446**
- (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 448**
- (Topic 3)
The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and legend layout?

A. Format
B. Layout
C. Style
D. Configure

**Answer:** C


**NEW QUESTION 450**
- (Topic 3)
Groups are stored in what table?

A. Group [sys_user_group]
B. Group [sn_sys_user_group]}
C. User Group [user_groups]
D. User Groups [sn_user_groups]
E. Groups [sys_user_groups]

**Answer:** A


**NEW QUESTION 452**
- (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 453**
- (Topic 3)
What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

A. Group members can choose their tasks from My Groups Work
B. Groups can assign tasks to users based on on-call schedules
C. Site support members can pick tasks, based on Location
D. Groups can assign tasks to users based on skills
E. Group members can avoid tasks, which are nearing SLA breach
F. Groups can assign tasks to users based on availability

**Answer:** BCDF


**NEW QUESTION 458**
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