CSA QUESTIONS:

1.A Service Catalog may include which of the following components?

A. Order Guides, Exchange Rates, Calendars

B.Order Guides, Catalog Items, and Interceptors

C. Catalog Items, Asset Contracts, Task Surveys

D. Record Producers, Order Guides, and Catalog Items

2. Which one of the following statements applies to a set of fields when they are

coalesced during an import?

A. If a match is found using the coalesce fields, the existing record

is updated with the information being imported

B. If a match is not found using the coalesce fields, the system does

not create a Transform Map

C. If a match is found using the coalesce fields, the system creates a

new record

D. If a match is not found using the coalesce fields, the existing record

is updated with the information being imported

E.

3. As it relates to ServiceNow reporting, which of the following statements

describes what a metric can do?

A. A metric is a report gauge used on homepages to display real-time

data

B. A metric is a time measurement used to report the effectiveness of

workflows and SLAs

C. A metric is used to measure and evaluate the effectiveness of IT

service management processes

D. A metric is a comparative measurement used to report the

effectiveness of flows and SLAs.

4. The display sequence is controlled in a Service Catalog Item using which of

the following?

A. The Default Value field in the Catalog Item form

B. The Sequence field in the Catalog Item form

C. The Order field in the Variable form

D. The Choice field in the Variable form

5. 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

6. 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

7. 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)

8. 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

9. What is generated from the Service Catalog once a user places an order for an

item or service?

A. A change request

B. An Order Guide

C. A request

D. An SLA

10. 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

11. 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

12. 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.

13. 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

14. What is the platform name for the User table?

A. u\_users

B. sys\_users

C. x\_users

D. sys\_user

15. 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.

16. Which would NOT appear in the History section of the Application

Navigator?

A. Records

B. UI Pages

C. Lists

D. Forms

17. Which one of the following statements is a recommendation from

ServiceNow about Update Sets?

A. Avo33id using the Default Update set as an Update Set for moving

customizations from instance to instance

B. Before moving customizations from instance to instance with Update

Sets, ensure that both instances are different versions

C. Use the Baseline Update Set to store the contents of items after they

are changed the first time

D. Once an Update Set is closed as ג€Completeג€, change it back to ג€In

Progressג€ until it is applied to another instance

18. 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

19. Which of the following is used to initiate a flow?

A. A Trigger

B. Core Action

C. A spoke

D. An Event

19. Which one of the following statements is true about Column Context

Menus?

A. It displays actions such as creating quick reports, configuring the list,

and exporting data

B. It displays actions related to filtering options, assigning tags, and

search

C. It displays actions related to viewing and filtering the entire list

D. It displays actions such as view form, view related task, and add

relationship

20. Which ServiceNow products can be used to discover and populate the

CMDB? (Choose two.)

A. Discovery

B. IntegrationHub ETL

C. Finder

D. CMDB Plug-in

E. CMDB Integration Dashboard

21. 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

22. 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

23. 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

24. 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

25. 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

26. Which type of tables may be extended by other tables, but do not extend

another table?

A. Base Tables

B. Core Tables

C. Extended Tables

D. Custom Tables

27. Which of the following statement describes the purpose of an Order Guide?

A. Order Guides restrict the number of items in an order to only one item

per request

B. Order Guide provide a list of guidelines for Administrators on how to

set up item variables

C. Order Guide provide the ability to order multiple, related items as

one request

D. Order Guides take the user directly to the checkout without prompting

for information

28. 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

29. 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

30. Which of the following is used to initiate a flow?

A. A Trigger

B. Core Action

C. A spoke

D. An Event

31. 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

32. 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

33. 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

34. What is a schema map?

A. A schema map enables administrators to define records from specific

tables as trouble sources for Configuration Items

B. A schema map graphically organizes the visual task boards for the

CMDB

C. A schema map graphically displays the Configuration Items that

support a business service

D. A schema map displays the details of tables and their relationships

in a visual manner, allowing administrators to view and easily access

different parts of the database schema

35. 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 and then 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

36 Which of the following can be customized through the Basic Configuration

UI 16 module? (Choose three.)

A. Banner Image

B. Record Number Format

C. Browser Tab Title

D. System Date Format

E. Form Header Size

37. What is the function of user impersonation?

A. Testing and visibility

B. Activate verbose logging

C. View custom perspectives

D. Unlock Application master list

38. 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

39. When working on a form, what is the difference between Insert and Update

operations?

A. Insert creates a new record and Update saves changes, both remain on

the form

B. Insert creates a new record and Update saves changes, both exit

the form

C. Insert saves changes and exits the form, Update saves changes and

remains on the form

D. Insert saves changes and remains on the form, Update saves changes

and exits the form

40. 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

41. What is a Dictionary Override?

 A. A Dictionary Override is an incoming customer update in an Update

Set which applies to the same objects as a newer local customer update

 B. A Dictionary Override is the addition, modification, or removal of

anything that could have an effect on IT services

 C. A Dictionary Override is a task within a flow that requests an action

before the flow can continue

 D. A Dictionary Override sets field properties in extended tables

42. Which group of permissions is used to control Application and Module

access?

 A. Access Control Rules

 B. UI Policies

 C. Roles

 D. Assignment Rules

43. 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

44. 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

45. 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

46. What is a characteristic of importing data into ServiceNow?

 A. An existing Transform Map can be used one time on the same import

set

 B. Coalesce fields are used only after running Transform

 C. Any user can manage and set up import sets

 D. An existing Transform Map can be used multiple times on the

same import set

47. What module in the Service Catalog application does an Administrator

access to begin creating a new item?

 A. Maintain Categories

 B. Maintain Items

 C. Content Items

 D. Items

48. Which of the following allows a user to edit field values in a list without

opening the form?

 A. Data Editor

 B. Edit Menu

 C. List Editor

 D. Form Designer

49. Which three Variable Types can be added to a Service Catalog Item?

 A. True/False, Multiple Choice, and Ordered

 B. True/False, Checkbox, and Number List

 C. Number List, Single Line Text, and Reference

 D. Multiple Choice, Select Box, and Checkbox

50. 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

51. 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 flows

 C. Order Guides, Catalog Items, and flows

 D. Record Producers, Order Guides, and Item Variables

52. Which of the following statements is true when a new table is created by

extending another table?

 A. The new table archives the parent table and assumed its roles in the

database

 B. The new table inherits all of the Business Rules, Client Scripts, and UI

Policies of the parent table, but none of the existing fields

 C. The new table inherits all of the fields of the parent table and can

also contain new fields unique to itself

 D. The new table inherits all of the fields, but does not inherit Access

Control rules, Client Scripts, and UI Policies of the parent table

53. 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

54. A knowledge article must be which of the following states to display to a

user?

 A. Published

 B. Drafted

 C. Retired

 D. Reviewed

55.What is the name of the conversational bot platform that provides assistance

to help users obtain information, make decisions, and perform common tasks?

 A. Answer Agent

 B. live Feed

 C. Virtual Agent

 D. Connect Chat

56. 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

57. Which one of the following statements describes the purpose of a Service

Catalog flow?

A. A Service Catalog flow generates three basic components: item

variable types, tasks, and approvals

B. Although a Service Catalog flow cannot send notifications, the flow

drives complex fulfillment processes

C. A Service Catalog flow is used to drive complex fulfillment

processes and sends notifications to defined users or groups

D. A Service Catalog flow generates three basic components: item

variable types, tasks, and notifications

58. Which term best describes something that is created, has worked performed

upon it, and is eventually moved to a state of closed?

 A. report

 B. flow

 C. event

 D. task

59. Which are valid Service Now User Authentication Methods? (Choose

three.)

A. XML feed

B. Local database

C. LDAP

D. SSO

E. FTP authentication

60. 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

61. 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

62. How do you make a list filter available to everyone?

 A. Make active, assign a name, and save

 B. Assign a group, set visibility, and save

 C. Assign a name, set visibility, and save

 D. Make active, set visibility, and save

63. 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

64. Which of the following is used to categorize, flag, and locate records?

 A. Search

 B. Favorites

 C. Tags

 D. Bookmarks

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

A. Template

B. Reference Qualifier

C. Formatter

D. Assignment Rule

66. 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

67. What is a role in ServiceNow?

A. A role is one record in the Role [user\_sys\_role] table

B. A role is a set of modules for a particular application

C. A role is one record in the Role [sys\_user\_role] table

D. A role is a persona used in Live Feed Chat

68. 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

69. Which one of the following is NOT a type of Visual Task Board?

A. Flexible

B. Freeform

C. Feature

D. Guided board

s70. What is (are) best practice(s) regarding users/groups/roles? (Choose

two.)

A. You should never assign roles to groups.

B. You should assign roles to users.

C. You should add users to groups.

D. You should assign roles to groups.

71. What are two ways to generate an Event? (Choose two.)

A. Business Rule

B. Workflow

C. Log entry

D. Knowledge article publication

72. Which core table in the ServiceNow platform provides a series of standard

fields used on each of the tables that extend it, such as the Incident [incident]

and

Problem [problem] tables?

A. Task [task]

B. Assignment [assignment]

C. Service [service]

D. Workflow [workflow]

73. 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

74. What is a sys\_id?

 A. Unique 32-character identifier that is assigned to every record

 B. A client-side Business Rule

 C. A server-side Business Rule

 D. Unique 64-character identifier that is assigned to every record

75. 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

76. Access Control rules may provide access security for which of the following

database objects?

 A. For a specific role, group, or user

 B. For a specific row, column, or table

 C. For specific groups

 D. For a specific CMDB Configuration item

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

 A. Service Level Management

 B. Configuration

 C. System Import Sets

 D. System Update Sets

78. Which of the following steps can be used to import new data into

ServiceNow from a spreadsheet?

 A. Select Data Source, Schedule Transform

 B. Load Data, Create Transform Map, Run Transform

 C. Define Data Source, Select Transform Map, Run Transform

 D. Select Import Set, Select Transform Map, Run Transform

79. 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. Cl Class Manager

80.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 web services, 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

81. 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, Business Rules, and data records

 C. Changes made to: tables, forms, groups, and configuration items (CIs)

 D. Changes made to: table, forms, views, and fields

82. What are the steps to retrieve an Update Set?

 A. Verify Update Set is Complete, Retrieve, Preview, Apply

 B. Verify Update Set is Complete, Test Connection, Apply

 C. Verify Update Set is Complete, Test Connection, Commit

 D. Verify Update Set is Complete, Retrieve, Preview, Commit

83. IntegrationHub enables execution of third-party APIs as a part of a flow.

These integrations are referred to as

 A. an action

 B. a spoke

 C. a connection

 D. an integration step

84. 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

85. Which one statement correctly describes Access Control rule evaluation?

 A. Table access rules are evaluated from the general to the specific

 B. If more than one rule applies to a record, the older rule is evaluated

first

 C. If a row level rule and a field level rule exist, both rules must be

true before an operation is allowed

 D. The role with the most permissions evaluates the rules first.

86. 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)

87. 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.

88. 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

89. 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

90. 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

91. 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

92. Which ServiceNow resource is a framework that ensures the data your

ServiceNow application requires maps correctly to the appropriate CMDB

tables?

 A. Common Service Data Model (CSDM)

 B. Service Mapping Utility (SMU)

 C. Service Schema Map (SSM)

 D. CMDB Class Manager (CMDBCM)

 E. CI Class Manager (CICM)

93. 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

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

 A. sn\_rec\_id

 B. rec\_id

 C. u\_id

 D. sys\_id

 E. sn\_gu\_id

 F. sn\_sys\_id

 G. id

95. 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

96. 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

97. 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

98. 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

99. What feature can track the amount of time that a task has been open, to

ensure that tasks are completed within an allotted time?

 A. Task Escalation Clock

 B. Service Level Agreements

 C. Inactivity Monitor

 D. Response Time Clock

 E. Business Time Remaining

100. What is a quick way to create a report from a list view?

 A. Click on filter breadcrumb, drag and drop on the Report > Create New

module

 B. Click Funnel, define filter conditions, click Create Report

 C. Click Context Menu, select Create Report

 D. Apply filter, right click on column header, select Bar Chart

 E. Apply filter, right click on column header, select Create Report

101. 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

102. 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

103. 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.

104. What are three security modules often used by the System Administrator?

(Choose three.)

 A. System Properties > Security

 B. Utilities > Migrate Security

 C. System Security > Security

 D. Self-Service > My Access

 E. System Security > Access Control (ACL)

 F. Password Management > Security Questions

 G. System Security > High Security Settings

105. 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.

106. What is a no-code approach to control the mandatory or read-only state of

a form field?

 A. UI Action

 B. Client Script

 C. UI Script

 D. UI Rule

 E. UI Policy

107. When moving multiple update sets at one time, what might you do to

facilitate the move?

 A. Batch

 B. Verify

 C. Test

 D. Preview

108. 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

109. Which icon would you double click, to expand and collapse the list of all

Applications and Modules?

 A. Star

 B. Clock

 C. Application

 D. Funnel

110. What do you call any component that needs to be managed in order to

deliver services?

 A. CSDM Items

 B. CMDB

 C. Configuration item

 D. Service Offerings

 E. Asset

111. 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

112. A user wants to create a set of filter conditions, where they want to show

records which satisfy two conditions:

✑ Incidents where the state is Closed

✑ Incidents where Assignment Group is Network

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

 A. Define the first condition; click AND button; define second

condition; click Run

 B. Define the first condition; click AND button; define second condition;

press enter

 C. Define the first condition; click OR button; define second condition;

press enter

 D. Define the first condition; click > icon on breadcrumb, define second

condition; click Run

 E. Define the first condition; click > icon on breadcrumb, define second

condition; press enter

113.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

114. 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.

115. 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

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

 A. Reference

 B. Verity

 C. Options

 D. Selections

 E. Dot walk

 F. Lookup

117. Which module would you use to create a new automation of business logic

such as approvals, tasks, and notifications?

 A. Process Automation > Flow Designer

 B. Process Automation > Flow Administration

 C. Process Automation > Workflow Editor

 D. Process Automation > Process Flow

 E. Process Automation > Active Flows

118. 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

119. What are the steps for applying an update set to an instance?

 A. Retrieve, Preview, Commit

 B. Specify, Transform, Apply

 C. Retrieve, Assess, Apply

 D. Get, Test, Push

 E. Pull, Review, Push

120. 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

121. What would you do, on a list, if you wanted to show the records in groups,

based on the column category? (Choose two.)

 A. On list Context Menu, select Group By > Category

 B. On the Filter Menu, select Group By > Category

 C. Click Group On icon, select Category

 D. On Navigator Filter, type tablename.group.category and press enter

 E. On the Category column title, click Context menu > Group By

Category

122. Which collaboration tool is available from the banner, using the bubble

icon?

 A. Now Messenger

 B. Agent Chat

 C. Connect Chat

 D. Collaborate Now

 E. Live Feed

123. On the knowledge base record, which tab would you use to define which

users are not able to write articles to the knowledge base?

 A. Can Contribute

 B. Cannot Author

 C. Cannot Contribute

 D. Cannot Write

 E. Read Only

124. Which features allow you to update multiple records at one time? (Choose

two.)

 A. List Editor

 B. Field Update Action

 C. Bulk Record Update

 D. Data Remediation Dashboard

 E. Update Selected Action

125. Categories in the knowledge base, by default, can be created and edited by

which knowledge workers? (Choose two.)

 A. Knowledge Authors

 B. Knowledge Contributors

 C. Knowledge Controller

 D. Knowledge Managers

 E. Knowledge Category Managers

 F. Knowledge Submitters

 G. Knowledge Owners

 H. Knowledge Taxonomy Owner

126. Which collaboration tool opens a sidebar and allows you to create new

conversations with other ServiceNow users?

 A. Skype Now

 B. Collaborate Now

 C. Agent Messenger

 D. Agent Chat

 E. Connect Chat

127. What module would you use if you wanted to view a list of all of the fields

on the Incident table? (Choose two.)

 A. Tables & Columns

 B. Dictionary

 C. Data Class Manager

 D. Dictionary Dashboard

 E. Database View

 F. Schema

128. What component causes a flow to run after a record has been created or

updated?

 A. Date-based trigger

 B. On-change trigger

 C. Record-based trigger

 D. Application-based trigger

 E. Updated-date trigger

129. What type of field is Boolean and appears as a check box?

 A. Yes/No

 B. True/False

 C. On/Off

 D. Binary

 E. 0/1

130. Which module is used to access the knowledge bases which are available

to you?

 A. Knowledge > Home

 B. Self Service > Knowledge

 C. Knowledge > All

 D. Knowledge > Knowledge Bases

 E. Knowledge > Overview

131. A customer requests the following data quality measures be added:

✑ Incident numbers should be read only, on all lists and forms, for all users.

✑ 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 Quality Policy

 B. Dictionary Design Policy

 C. UI Data Policy

 D. UI Policy

 E. Field Criteria Policy

 F. Data Policy

132. What type of user (persona) has clearly defined paths and workflows in the

platform and have one or more roles (ie itil and approver\_user)?

 A. Workflow User

 B. Request Fulfiller

 C. ITSM User

 D. Approving Manager

 E. Service Desk User

 F. Process User

133. Which module would you use to customize your instances banner image,

text and colors?

 A. System UI > UI Pages > Branding

 B. Service Portal > Portals > Branding

 C. System Properties > Basic Configuration UI16

 D. System Properties > Branding

 E. Homepage Admin > Pages > Branding

134. Which database provides a logical model of your company infrastructure

by identifying, controlling, maintaining and verifying CIs that exist?

 A. IMDB

 B. ITSM

 C. CSDM

 D. CMDB

 E. LDAP

135. Which module is used as the first step for importing data?

 A. Coalesce Data

 B. Transform Data

 C. Import Data

 D. Load Data

136. 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

137. 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

138. 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.

139. 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

140. 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

141. When designing a flow, how do you reference data from a record, in that

flow?

 A. Drag the table icon onto the flow definition

 B. Use the condition builder to specify the desired values

 C. Specify the source table on the data pill related list

 D. Drag the data pill onto the flow definition

 E. Add the table reference using the slush bucket

142. 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

143. 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

144. 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

145. 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

146. From a form, what would you click to add additional fields to the form?

(Choose two.)

 A. Context Menu > Form > Layout

 B. Context Menu > Configure > Form Layout

 C. Context Menu > Configure > Form Design

 D. Right click on header > Add > Field

 E. Context Menu > Form > Designer

 F. Right click on header > Configure > UX Dashboard

147. What is the name of the table relationship, where two or more tables are

related in a bi-directional relationship, so that the related records are visible

from both tables in a related list?

 A. Database View

 B. Many to Many

 C. One to Many

 D. Extended

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

 A. Pancake icon

 B. Additional Actions or Context Menu

 C. Hamburger icon

 D. Cake icon

149. 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]

150. 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

151. 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

152. What are different types of Data Sources, which may be imported into

ServiceNow? (Choose four.)

 A. Local Sources (i.e. XML, CSV, Excel)

 B. Implementation Spoke

 C. DataHub

 D. JDBC Connection

 E. Network Server

 F. LDAP Connection

153. What are the components that make up a filter condition? (Choose three.)

 A. Operator

 B. Match Criteria

 C. Value

 D. Column

 E. Field

154. When impersonating a user for testing purposes, what is the best way to

return the instance, logged in with your user account?

 A. Turn your computer off and on again

 B. Clear browser cache

 C. End Impersonation

 D. Log out and back in

155. What controls the publishing and retiring process for knowledge articles?

 A. Approval Policies

 B. Approval Definitions

 C. Workflow Designer

 D. Workflows

 E. State Lifecycle

156. 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

157. 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

158. On a filter condition, which component is always a choice list?

 A. Operator

 B. Filter Criteria

 C. Operation

 D. Match Criteria

159. 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

160. 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 UI15

 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

VIRTUAL AGENT:

161. Automated Chatting agent available on the service portal is commonly

referred to as?

 Agentless Bot

 Chatbot

 Alexa

 System Bot

 Virtual Agent

162. What helps users perform common tasks, obtain information, and make

decisions?

 Virtual Agent

 Virtual Attendant

 Jarvis

 Augmented Attendant

 Alexa Now

163. What is a conversation bot that provides help to users day or night?

 Virtual Attendant

 Watson

 Virtual Agent

 Augmented Agent

 IA Agent

164. How can users interact with agents at their convenience through Virtual

agent?

 Synchronous chat in the web channel

 Asynchronous chat in the web channel

 Proactive Messaging in the web channel

 Offline mode in the web channel

165. Virtual agent capabilities include which three of the following?

A. Answering FAQs

B. Elevated role functions

C. Providing tutorial (“how to”) information

D. Performing diagnostics

E. Translating conversations

166. Select three things a Virtual Agent can access:

A. Flows & Workflows

B. Knowledge Bases

C. Service Catalog

D. Playbooks created with the Process Automation Designer

E. System records

167. 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 Intercept Resolution

B. Problem Auto Resolution

C. Web Intelligence

D. Issue Auto Resolution

E. Virtual Agent helper

F. Ticket Resolver

168. Restate three support tasks can be automated using a virtual agent using

the list below.

A. Perform diagnostics

B. Provide information

C. Translating conversations

D. Answering FAQs

E. Translating FAQs

169. Link unfurling enables previews of which three kinds of URLs are in

virtual agent conversations?

 Tasks

 Texts

 Work notes

 Videos

 Images

 Email notifications

170. Name three purposes of the Virtual Agent is to help users?

 Perform common work tasks

 Update financial records

 Obtain information

 Make decisions

171. Which conversational interface allows you to preview and modify a

catalog item in catalog builder?

 Catalog annotator

 Service Portal Connect Chat

 Virtual Agent

 Native Connect Chat

172. Virtual agent capabilities include which three of the following?

 Translating Languages

 Querying or updating records (for example, get the status on cases

or incidents)

 Gathering data, such as attachments, for the agent

 Performing Elevated role functions

 Resolving multi-step problems

173. Which three from the list below, does Virtual Agent offer a web-based

interface for?

A. BlackBerry

B. Service Portal

C. iOS

D. Android

174. How can you deactivate link unfurling feature in Virtual agent

conversations?

 By updating system property cs.re\_enable\_link\_unfurling to true.

 By deactivating UI scripts

 By deactivating Business Rules

 By updating system property com.glide.cs.enable\_link\_unfurling

to false.

 By deactivating Client Scripts

 By updating system property com.glide.cs.disable\_link\_unfurling to

true.

175. Which three, third-party messaging apps are supported by Virtual Agents?

 Workplace

 Microsoft Teams

 Slack

 Google Hangouts

176. What generates a content-rich preview when a supported link is shared in a

conversation with a user, a virtual agent, or in a text-based bot response.

 Link sharing

 Link unfurling

 Web client unfurling

 Channel unfurling

 Link furling

UPDATE SET:

177. Each update set is stored in the \_\_\_\_\_\_\_ table?

 update\_set

 Incident

 sys\_update\_xml

 sys\_update\_set

178. Which two of the following is not captured in an update set?

 Homepages

 Access Control Rules

 Business Rules

 Data Records

179. Navigate here to create an update set:

 All > System Definition > Local Update Sets

 All > System Security > Local Update Sets

 All > System Properties > Local Update Sets

 All > System Update Sets > Local Update Sets

180. To retrieve an update set from a remote instance, in the Production

instance, navigate to:

 All > System Update Sets > Retrieved Sources

 All > System Update Sets > Committed Sources

 All > System Definition > Update Sources

 All > System Update Sets > Update Sources

 All > Update Sets > Update Sources

181. Select a true statement from below with respect to Update Sets.

 CMDB records are captured in Update Sets

 Do not move the default update set between instances

 Homepages are captured in Update Sets

 Data Records are captured in Update Sets

182. What is an update set?

 A server-side script that runs when a record is displayed, inserted,

updated, or deleted, or when a table is queried.

 Group of one or more changes that can be moved from one

instance to another all together.

 A series of tables and fields that store information about the

Configuration Items (CIs) owned by your organization.

 One method of security that restricts access to data by requiring users

to pass a set of requirements before they can interact with it.

183. What happens to changes on the same object in multiple update sets when

update sets are merged?

 The most recent change to the object will be saved in the merged

update set

 Multiple versions of the change are stored in multiple update sets

 All update sets for that object will be removed automatically from the

merged update set

184. Navigate here to to upload an update set:

 All > Update Sets > Retrieved Update Sets

 All > System Definition > Retrieved Update Sets

 All > System Security > Retrieved Update Sets

 All > System Update Sets > Retrieved Update Sets

185. ServiceNow recommends limiting Update Sets to a maximum of \_\_\_\_\_

records to reduce the number of potential conflicts and make it easier to identify

and review changes.

 1000

 100

 300

 500

186. What is a group of one or more changes that can be moved from one

instance to another?

 Change Collection

 Update Set

 Business Rules

 Configuration Items

187. Name three types of records are not captured in an update set by default?

(3)

 Data records

 Dashboards

 Business Rules

 Access Control rules

 Homepages

188. Which of the following is correct regarding new groups, new CIs , new

user?

 No one can create them. Only automated data exists

 They can be created by end users

 They are not captured in update sets

189. What are the steps for applying an update set to an instance? (3)

 Copy

 Retrieve

 Preview

 Delete

 Commit

190. Where can you view a series of customizations?

 Update set

 System Log

 History

 All of the above

 None of the above

191. Navigate here to to retrieve an update set:

 All > Update Sets > Retrieved Update Sets

 All > System Update Sets > Retrieved Update Sets

 All > System Definition > Retrieved Update Sets

 All > System Security > Retrieved Update Sets

192. Navigate here to export an update set:

 All > System Update Sets > Local Update Sets

 All > System Security > Local Update Sets

 All > System Properties > Local Update Sets

 All > System Update Sets > Update Sets > Export

193. Select four true statements about scope:

 Determines which of the application's resources are available to

other applications in the instance.

 Determines which discovery resources are available to other

applications in the instance.

 Protects applications by identifying and restricting access to

available artifacts and data.

 Prevents naming conflicts and allows the contextual development

environment to determine what changes, if any, are permitted.

 Is assigned to an application when it is first created and cannot be

changed.

 Is not assigned to an application when created and can be changed.

194. Name the table where Update Sets write changes to?

A. sys\_db\_object

B. sys\_update\_xml

C. glide.ui.per\_page

D. sys\_update

195. You cannot revert update set versions.

A. True

B. False

196. What is the state an update set must be in to transfer it to another instance?

 Preview

 Complete

 Ignore

 In progress

197. Update sets cannot be merged.

A. True

B. False

198. What is common between CIs, Users, Groups?

A. They are stored in the same base table cmdb

B. Any changes to these are not captured in an update set

C. All changes to these are captured in an update set

199. To load data for an update set, navigate to:

A. All > System Import > Load Data

B. All > System Import Sets > Load Data

C. All> System Definition >Load Data

D. All>System Import Sets>Import Data

200. What is the format of an exported Update Set?

A. XML

B. CSV

C. HTML

D. TXT

TASK MANAGEMENT

201. Select three types of tasks available via All > Service Desk > My Work:

1. Add a User

2. Requests

3. Security Cases

4. Visual Task Board Tasks

5. Add a Group

202. Navigate here to locate active tasks assigned to yourself. (full file path)

ANS : Service Desk > My Work

203. Select three items that Visual Task Boards allow you to do:

1. Manage your tasks through a visual, drag-and-drop interface

2. Create users to streamline processes

3. Identify process bottlenecks at a glance

4. Modify SLAs for all of your accounts

5. Track activity to view updates all in one place

6. Create groups to speed things up

204. What is any record that can be assigned or completed by a user?

 Form

 Function

 Problem

 Task

205. When using sorting criteria for Visual task boards who has access to

create, edit, or delete the criteria?

 Anyone who possesses the task\_organizer\_role

 Owner of the VTB

 Anyone who the VTB is shared with

 Anyone who possesses the vtb\_admin role

 Users of the VTB with vtb\_user role

206. What ensures that tasks do not fall by the wayside by notifying users when

tasks have been untouched for a predefined period of time?

A. Business monitors

B. Inactivity dial

C. Inactivity monitors

D. Business gauges

207. What is the sequence of conditions in an SLA definition?

 Start, Hold, Halt

 Start, In Progress, Stop

 Begin, Hold, Halt

 Start, Pause, Stop

208. Which table stores the Task SLA records for the SLA's attached to

particular tasks?

A. task\_sla

B. sla\_ola

C. sla

D. sla\_ula

E. None of the Above

209. What is SLM?

A. Service Level Management

B. Server Limit Management

C. Service Line Management

D. All of the above

E.

None of the above

210. What automatically assigns tasks to users or groups?

A. Assignment Rules

B. Auto Complete

C. Auto Update

D. Handler

211. What can track the amount of time that a task has been open, to ensure that

tasks are completed within an allotted time?

 Service Level Definitions

 Under Pinning Contracts

 Customer Level Agreements

 Service Level Agreements

212. Real-time editing allows you to edit records in real-time as well as see

edits (indicated by a pulse icon) saved by other users using interfaces or devices

such as (name four):

 Visual Task Boards

 Service Portal

 Studio

 ServiceNow Mobile apps

 App Engine

 Apple Watch

213. Navigate here to create an assignment rule

ANS : System Policy > Rules > Assignment

Which of the following three statements best describes Tasks?

 Tasks lead to quicker resolution times

 Tasks can only be performed once

 Tasks are repeatable processes

 Tasks minimize the possibility of human error

214. Where can we create SLAs, OLAs and Underpinning Contracts?

 Configuration Management

 Incident

 Service Level Management

 Service Catalog

215. What is a collaboration tool with special user interface for presenting

tasks?

 Visual Task Board

 Connect Chat

 Virtual Task Board

 IntegrationHub

216. Name three things from below that best describe Tasks?

A. Minimize human error

B. Can only be performed once

C. Lead to quicker resolutions

D. Repeatable Process

217. As it relates to Task Management, SLA is an abbreviation for what?

A. Simple Level Agreement

B. Service Level Agreement

C. Service Level Analysis

D. Service License Agreement

218. Which module displays a list of tasks assigned to a user's group, but not yet

assigned to an individual user?

A. My Teams Work

B. My Groups Work

C. My Groups Tasks

D. My Teams Tasks

219. Comments are visible by all users?

A. True

B. False

220. Name three things Visual Task Boards allow you to do:

A. Manage your tasks through a visual, drag-and-drop interface

B. Identify process bottlenecks at a glance

C. Add users to the system

D. Track activity to view updates all in one place

E. Uses machine-learning algorithms to determine field values

221. Types of SLA (SLA, OLA, UC) are defined in which field?

A. Retroactive Start

B. Condition Field

C. Type Field

D. Duration

222. Select three different types of Visual Task Boards from the list below.

A. Flexible

B. Customized

C. Guided

D. Framed

E. Freeform

223. What is a Service Desk application menu to locate all work assigned to

your team?

A. Service Desk > My Assignments

B. Service Desk > My Groups Work

C. Service Desk > Inbox

D. Service Desk > Task Board

E. Service Desk > My Work

224. Navigate here to set configurable properties for the SLA Engine

ANS: Service Level Management > Properties > SLA Engine

225. What is a Service Desk application menu to locate all work assigned to

you?

A. Service Desk > My Assignments

B. Service Desk > Inbox

C. Service Desk > Task Board

D. Service Desk > My Work

226. Name four Elements of a Visual Task Board (VTB), from the list below.

A. Title

B. System ID

C. Cards

D. Lanes

E. Quick Panels

F. Copy URL

227. Select four types of tasks available via All > Service Desk > My Work:

A. Change Requests

B. Group Approvals

C. Incidents

D. Knowledge Base Submissions

E. Adding users to groups