erviceNow Overview

370. What uses machine-learning to determine field values during creation?

 Predictive Intelligence

 Robotic Process Automation

 Classification Algorithm

 Handler

 Artificial Intelligence

371. Who is ServiceNow's founder:

 Brad Tilton

 Pierre Omidyr

 Jack Dorsey

 Fred Luddy

 Chuck Tomasi

 Beth Anglin

372. What is the quickest way to navigate back to a recently viewed record?

 Expand All Applications

 Impersonate the user

 Navigate to corresponding list

 Select the record from the History tab

373. What creates a new record and closes the form?

 Update

 Submit

 Insert and Stay

 Copy Incident

374. Navigate here to create a new relationship role

✓Answer:

 Configuration > Suggested Relationships

375. Where do users personalize their user interface?

 System Settings

 Custom UI

 Control Panel

 User Preferences

376. What is the Now Platform's cloud-based computing model?

 Infrastructure-as-a-Service

 Application Platform-as-a-Service (aPaaS)

 Software-as-a-Service (SaaS)

 Platform-as-a-Service

377. What are the three Now Platform interfaces?

 Now Platform User Interface

 ServiceNow Mobile Apps

 Service Portal

 Workspace

378. What are users without any assigned role permissions?

 Zero Trust

 itil

 Self-Service users

 Null Users

 Non Users

379. Which feature in ServiceNow helps improve Collaborative Efforts?

 User impersonation

 Groups

 User Presence

380. What is the real-time messaging tool called?

 Connect Chat

 Now Chat

 Connect Now

 LiveCom

 All of the above

381. Select three options available in the user menu.

 Elevate Roles

 Turn off notifications

 Logout

 Impersonate User

 Export to pdf

382. What's a module and application in the example Incident > create new

 Incident is an application and create new is the module

 Incident is a module and create new is an application

 Incident and create new both are applications

 Incident and create new both are modules

383. What is used to search the whole instance for records?

 Global Finder

 Control Panel

 Explorer

 Global Search

384. There are 3 ways to interact with the Now platform.

Select the three Now Platform interfaces from list below:

 Next Experience Unified Navigation

 Next Experience

 Now Mobile App

 Next Mobile App

 Service Portal

 Customer Portal

385. Which plugin allows users to install multiple applications, application

customizations or plugins at once?

 Multiple integration and process delivery (MIPD) Spokebatch install

 Application Integration and Plugin Delivery (AIPD) Spokebatch

install

 Continuous Integration and Continuous Delivery (CICD)

Spokebatch install

 Quick Integration and Multiple Delivery (QIMD)

386. The first time you log into a Next Experience instance, \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is

available to help you get acquainted with the unified navigation.

 a Welcome Component

 an Onboarding Component

 a Newby Component

387. Multiple choice, single line text, and select box are what type of elements

in ServiceNow?

 Order Guides

 Request Types

 Variable Types

 Related Lists

388. Name four features of the main screen element for Banner Frame in the

Next Experience Unified Navigation:

 Global Search

 Search

 User Menu

 Help Icon

 Contextual App Pill

 Contextual Help

389. What role is required to publish reports in ServiceNow?

 report\_publish

 report\_publisher

 publish\_report

 report\_import

390. The database name for the user table is \_\_\_\_\_\_\_?

 user

 user list

 admin\_user

 sys\_user

 system\_user

391. Which is selected to impersonate another user?

 User menu

 Application Navigator

 System settings

 Magnifying glass

392. Which plugin needs to be activated in order to translate the content of a

catalog item to multiple languages?

 Translation framework plugin

 Localization framework plugin

 Language AI framework plugin

 Multiple Language framework plugin

393. Where in ServiceNow can users author cross-enterprise workflows and

create a single and unified process?

 Process Playbook Designer

 Visual Task Boards

 Flow Designer

 Process Automation Designer

 Workflow

394. Which statement below is true with respect to Insert & Update?

 Inset updates an existing record, update saves a new record, both

options close the form.

 Insert creates a new record, update saves an existing record, both

options close the form and return to the list view of records.

 Insert creates a new record, update saves an existing record, with both

options user is left in form view.

395. Name four features of the main screen element for All Menus in the Next

Experience Unified Navigation:

 All (Applications & Modules)

 History

 Global Search

 Navigation Filter

 Favorites

 Forms

396. If the end user wants to report an incident, where do they navigate on the

service portal?

 In the infrastructure Services Category in the Service Catalog

 In the Software Category in the Service Catalog

 In the Quick Links Category in the Service Catalog

 In the Can We Help You? Category in the Service Catalog

397. Name three of the Useful features headings:

 Start you day here

 Welcome mat

 Understand key data through visuals

 Expand your knowledge

 Save knowledge

398. Which of the three workflow types does the Now Platform provide?

 Employee

 Customer

 End User

 Information Technology (IT)

399. Which two OSs are available for Now Mobile:

 BlackBerry OS

 Apple iOS

 Google Android

 Symbian

 Windows Mobiles

400. What icon marks any application or module as a favorite?

 Gear

 Triangle

 Star

 Circle

401. What displays customized messages for users to see at login?

 Embedded Help

 UI16

 Welcome Page

 System Guide

402. Which rule applies to only one field on a record?

 \*.table

 table.field

 table.none

 table.\*

403. What is the new UI released in San Diego called?

 UX Now

 The Now Experience UI

 UI17.0

 The Next Experience UI

 UI Builder

 UI16.0

404. What is the Guided Setup completion indicator of an empty circle mean?

 Task is not activated

 Task has not yet started

 Percentage of the task complete

 Indicates task is complete

 Indicates task is canceled

405..As it relates to ServiceNow ITIL is an abbreviation for what?

 Information Technology Information Log

 Information Technology Index Loop

 Information Technology Information Library

 Information Technology Infrastructure Library

406. What creates a new record and keeps the form open?

 Save

 Update

 Insert and Stay

 Insert

407. Which of the following is the primary way to interact with the applications

and data in a ServiceNow Instance? (Rome Question)

 Service Portal

 Workplace

 Now Platform UI

 Now Mobile

408. Which property prevents users from creating homepages or editing existing

ones when set to true?

 com.glideapp.home.deactivate\_homepages

 com.glideapp.home.deprecate\_homepages

 com.glideapp.home.disable\_homepages

 com.glideapp.home.lock\_homepages

409. The abbreviation HI stands for:

 High Incident

 Help Interactive

 Help Info

 Hosted Instance

410. Which base system role can perform actions of a helpdesk tech?

 itil

 maint

 workflow\_admin

 tech

 agent

411. Where do you navigate to report an incident?

 Software category

 Quick Links category

 Can we help you? category

 Infrastructure Services category

412. What lets you see who is online when working in an instance?

 Profile Monitor

 User Status

 User Presence

 who-is

 who.is

413. What is the main screen element where homepages and dashboards

appear?

 Banner Frame

 Application Navigator

 Banner Content

 Content Frame

414. The applications delivered by ServiceNow are divided into four different

workflows:

 IT Workflows

 Employee Workflows

 End User Workflows

 Customer Workflows

 Creator Workflows

 Customer advocate Workflows

415. Select the three main elements of the ServiceNow platform user interface.

 Banner Content

 Application Navigator

 Application Frame

 Content Frame

 Banner Frame

 Banner Navigator

416. What is a set of users who share a common purpose called?

 Group

 Collection

 Subscription

 Membership

417. How many Support Centers & Data Centers does service now have?

 30 Support Centers & 10 Data Centers

 10 Support Centers & 10 Data Centers

 100 Support Centers & 10 Data Centers

418. Name two of the Next Experience Unified Navigation Useful Features

component:

 Introduces tools to help with work

 Work assigned to your group

 Explore additional resources

 Work assigned to you

419. Now Learning automatically notifies partners when badges are earned?

 True

 False

420. What's the name of the application navigator search box?

 Type filter text

 Navigation filter

 Favorites filter

 Modules filter

421. The Now Platform is an example of which cloud computing model?

 Software-as-a-Service (SaaS)

 Platform-as-a-Service (PaaS)

 Application Platform-as-a-service (aPaaS)

 Infrastructure-as-a-service (IaaS)

422. Which field type displays records from another table?

 Reference

 Choice

 String

 Attachments

423. Which new application replaces the mobile onboarding app, which was

deprecated in San Diego release?

 Now Mobile for HR Onboarding

 Now Mobile App for HR Service Delivery

 Mobile Onboarding Service Center

 Now Onboarding

 Next Experience Mobile Onboarding

424. Name the three Now Platform interfaces:

 Next Experience Unified Navigation

 App Engine Studio

 Now Mobile App

 Service Portal

 Workspace

425. What is a single email that summarizes activity?

 Email Digest

 Email Summary

 Newsletter

 Survey

 Activity Digest

426. What can users use to communicate with other users in ServiceNow?

 System chat

 Connect Chat

 Now Messenger

 Virtual Agent

427. Name three features of the main screen element for the Content Frame in

the Next Experience Unified Navigation:

 User Menu

 Forms

 List of records

 Favorites

 Home pages & Dashboards

428. Which of the items below does not show in the History tab in application

navigation?

 Dashboards

 Forms

 UI Pages

 Records

429. What is the main screen element where History tab appears?

 Content Frame

 Banner Content

 Application Navigator

 Banner Frame

430. You cannot deactivate a plugin, once it has been activated.

 True

 False

431. Which mobile application is designed to interact with customer support

and is not customizable?

 Now Mobile

 HI Support

 Now Support

 Mobile Onboarding

 Now Onboarding

432. ITSM is an abbreviation for what?

 Information Technology System Metrics

 Information Technology Support Manager

 Information Technology Service Management

 Information Technology Security Management

433. One key differentiator of the Now Platform is its:

 Multi-instance architecture

 Multi-tenant architecture

 Multi-cloud architecture

434. What feature do you use to create, manage, and modify applets for

ServiceNow mobile?

 Mobile App Builder

 Mobile Studio

 Mobile Designer

 Mobile card Designer

 Now Mobile Creator

435. What is the tool to quickly find applications and modules called?

 Finder

 Control Panel

 Navigation Filter

 Global Search

 Application Search

436. Impersonation is used for \_\_\_\_\_\_\_\_\_\_\_.

 Checking Access

 Testing and Visibility

437. What helps narrow down search results?

 Containers

 Wildcard Characters

 Context Finder

 Platform Locator

438. Which of these applications is available to all users?

 Change

 Incident

 Facilities

 Self-Service

439. What are the three levels of super badges for Now Creators?

 Pro

 Legend

 VIP

 Star

440. Select two of the following things that will be included in the results when

entering "service" in the navigation filter:

 All modules and sections within the service desk application

 Only applications with a name containing "service"

 Any module with a name containing "services"

 Only applications and section containing the name "service"

441. Where to click to always return back to Home?

 Gear

 Magnifying Glass

 Logo

 Star

442. What are the people who want to get skills and earn badges and share their

success in the NOW ecosystem called?

 Now Creators

 Now Scouts

 Now Learners

 Partner Spokes

443. What are the three delivered workflows?

 IT

 Employee

 Customer

 End User

444. Navigate here to change the theme

✓Answer:

Settings(gear icon) > Theme

445. A group is a:

 Collection of permissions

 Collection if Tasks

 Set of users who share a common purpose

 Individuals who you granted access to your ServiceNow instance

 Set of members to a subscription

446. What is the primary way to interact with applications and data in

ServiceNow?

 Workspace

 Now Mobile

 Now Platform UI

 Service Portal

447. How can an admin user flush the system cache?

 By typing flush\_cache.do in the navigation filter

 By typing flush\_sys\_cache.do in the navigation filter

 By typing cache.do in the navigation filter

 By typing flush\_system\_cache.do in the navigation filter

448. What is the primary way to interact with an Instance's apps & data?

 Now Mobile

 Now Platform User Interface

 Service Portal

 Workspace

449. What are the three main screen elements of the Now Platform User

Interface?

 Banner Frame

 Application Frame

 Application Navigator

 Banner Content

 Content Frame

450. Management of all ServiceNow hosted instances, including upgrades, is

performed using:

 ServiceNow HELP

 The Now Support (HI) (formerly known as HI Service Portal)

 ServiceNow Community

 ServiceNow Website

 docs.servicenow.com

451. What is the main screen element where Connect Chat icon appears?

 Banner Frame

 Application Navigator

 Content Frame

 Banner Content

452. Restate three Visualization components displayed on Next Experience

Unified Navigation:

 Social media streams

 Information specific to the logged in user

 Reporting metrics

 A list of assigned tasks

 Your calendar

453. You need to go back and review a record you just looked at recently. What

is one of the quickest ways to navigate back to the same record?

 Expand every application in the All applications tab.

 Select the record from the History tab.

 Navigate back to its corresponding list.

 Impersonate another user.

454. Which two of the following would be included in the results when entering

"service" in the Navigation filter?

 Only applications with a name containing "service".

 All modules and sections within the Service Desk application.

 All modules within the Service Desk application.

 Only applications, sections, and modules with the names containing

"services".

 Any module with a name containing "services".

455. A role is a:

 A set of users delegated to perform different tasks

 A collection of tasks

 Set of members to a subscription

 A collection of permissions

 Set of users who share a common purpose

456 . Name four best practices when configuring Assignment Rules or

Predictive Intelligence? (4)

 Setting an Assignment group and User based on Category and

Subcategory.

 Setting a User based on Category and Subcategory.

 Setting an Assignment group and User based on the short

description.

 Setting an Assignment group based on Category and Subcategory.

 Setting an Assignment group based on Subcategory (Category =

None).

457. What ServiceNow objects are not tracked in the History tab of the

Application Navigator?

 Report Creation

 UI Pages and non-standard interfaces

 Form submission

 Incidents

458. What creates a new record and closes the form?

 Save

 Insert

 Insert & Stay

 Copy Incident

459. Boolean operators in global search must all be in caps?

 True

 False

460. What is a one-stop shop for managing all your ServiceNow

accomplishments?

 Now Creator

 Now Profile

 Now Cert Hub

 Now Community

461. What are the three main tab elements of the Application Navigator?

 History

 Reading List

 All Applications

 Favorites

462. What icon do you select to personalize the UI system settings?

 Question Mark

 Logo

 Gear

 Magnifying Glass

463. What is the difference between a UI Policy and a Data Policy?

 A Data Policy runs on both Client and Server side

 A UI Policy runs on both Client and Server side

Service Catalog:

464. When you open a service catalog and click the order button what gets

created?

 REQ >RITM >TASK

 Task

 Item

465. From the list below, which is created in ServiceNow when you order an

item from the Service Catalog?

 Problem

 Request

 Change Request

 Incident

 Catalog

466. What are the options available for tailoring a catalog item to meet specific

needs?

 Categories

 Catalog Items

 Business Rules

 Variables

467. Where do you navigate for the Service Catalog?

 Self Service > Service Catalog

 System Properties > My Catalog

 System properties > Service Catalog

 Self Service > My Catalog

468. Which three aspects of the service catalog application can a user with only

the Catalog Administrator role manage?

 Catalog Items

 Scripting functions

 Catalogs

 Categories

 Business Rules

469. How is a laptop request fulfilled in the Service Catalog?

 Guided Setup

 Order an Item

 Request a Service

 Record Producer

470. To ensure that standard service catalog processes are followed, such as

initiating workflows as expected:

 Create requested item records from record producers. Instead of

creating requested item using catalog items.

 Do not create requested item records from record producers.

Instead, create requested item using catalog items.

471. Navigate here for Catalog Items (full path)

✓Answer:

Service catalog > Catalog Definitions > Maintain Items

472. What represents multiple related request items grouped together as one

request?

 Catalog Item

 Variable Set

 Order Guide

 Record Producer

473. Which two items from below match the features of a Record Producer?

 Order a mobile phone

 Create an incident

 HR Case

 Password reset

474. What is the purpose of an Order Guide?

 To request items in a sequence

 To bundle similar items to be requested by the user

 To group items categorically

 To retrieve items by subcategory

475. Which of the two items are not stages in Service Catalog fulfillment?

 Waiting for order (In Progress)

 Approved

 Pending (has not started)

 Fulfillment (In Progress)

 Sending

 Completed

476. To create a new variable set, navigate to:

 All > Service Catalog > Catalog Variables > Variable Sets

 All > Service Catalog>Catalog Variables> Maintain Items

 All > Service Catalog>Catalog Variables> Variables

 All > Service Catalog> Variable Sets

477. What are the groups of items displayed on a catalog homepage?

 Variables

 Business Rules

 Categories

 Catalog Items

478. What is created when a user order orders several items? (3)

 A variable

 One or more Service Catalog Task (SCTASK) records

 A request (REQ) record

 A Request Item (RITM) record

 A variable set

479. Which of the three things listed below are created when an order is placed

for a catalog item?

 RITM

 SCTASK

 VAR

 REQ

✓Answer:

RITM

SCTASK

REQ

480. Service Catalog Flow consists of:

 A list of tasks to complete the fulfillment process triggered by events

 A fulfillment process with a set of actions and can send notifications

to nominated users and groups

 A fulfillment process which cannot send notifications but creates

events

✓Answer:

A fulfillment process with a set of actions and can send notifications to

nominated users and groups

481What gives you the ability to dynamically control the ordering options from

user to user & be defined for groups that use a Catalog?

✓Answer:

Views

482. Who can manage all aspects of the Service Catalog, except scripting

functions?

 Administrator

 Catalog Manager

 Catalog Editor

 Catalog Administrator

483. Where do you navigate to edit a catalog item?

 Create Incident

 Maintain Items

 Service Portal

 Service Catalogs

484. Name three facts about Service catalog categories.

 Categories cannot not have a parent-child relationship.

 Categories can have a parent-child relationship, such as IT and

Laptops.

 A child category is a subcategory of its parent category. Each

Catalog Item, Order Guide, Record Producer, Content Item, and

subcategory appears as a single item within the category.

 In the Service Catalog, users locate a category for an item or

service they want to order, and then click the subcategory link.

 A base category is a subcategory of its parent category. Each Catalog

Item, Order Guide, Record Producer, Content Item, and subcategory

appears as a single item within the category.

485. From the list below name three Service Catalog Management Roles:

 catalog\_manager

 catalog\_editor

 catalog\_publisher

 catalog\_admin

486. What are three common Service Catalog variable types?

 Reference

 Source

 Multiple Choice

 Select Box

487. Which of the two items are not stages in Service Catalog fulfillment?

 Waiting for approval (In Progress)

 Closed

 Approved

 Deployment Fulfillment

488. what is a collection of variables that can be reused across multiple catalog

items?

 VAR Collections

 Lists

 Variable Sets

 Variable Groups

489. Restate the Catalog Administrator role from selections below:

 catalog\_editor

 catalog\_admin

 catalog\_manager

 admin

490. Select the option below with types of variables in a Catalog item.

 Characters, Images, Field Lists

 Multiple Choice, Select boxes, Checkboxes

 Multiple Select, Select Boxes, Checkboxes

491. Which three items from below match the features of ordering an item?

 Mobile phone

 Create an incident

 Laptop

 HR Case

 Software request

492. Select two roles required to update catalog items.

 catalog\_admin

 config\_admin

 asset

 catalog\_creator

 admin

493. Where would you go to create an order guide

System properties > css

Service catalog > catalog definition > order guides and click new

Go to system definition > choice list

494. What three things from the list below may be created when an order is

place for a catalog item?

 A Variable

 A RITM

 A Variable Set

 One or more sc\_task records

 A REQ

495. What is a robust ordering systems for users to request services and

products?

 Store Front

 Service Catalog

 Service Portal

 Order Guide

496. Under which circumstance is the delegated request experience not

supported?

 If a single request for an item was made on behalf of multiple users

 If two step checkout is enabled

 If catalog item for self service is restricted

 If the request was made using "Request for" variable type

497. Which two items from below match the features of requesting a service?

 Password reset

 Order a mobile phone

 Create an incident

 New electrical drop

498. Where to find Fulfilment Tasks for an REQ in ServiceNow?

 Fulfillment Number (FNUM) > RITM > TSK (Number)

 Fulfillment Number (FNUM) > REQ > TSK (Number)

 Request Number (REQ) > RITM > TSK (Number)

499. What are the two steps to define the fulfillment process for a service

catalog item?

 Plan

 Flow

 Roadmap

 Workflow

500. How is a password reset fulfilled in the Service Catalog?

 Request a service

 Order an item

 Record producer

 Guided Setup

501. How is an HR Case fulfilled in the Service Catalog?

 Order an item

 Guided Setup

 Record Producer

 Request a Service

502. How is a software request fulfilled in the Service Catalog?

 Record Producer

 Guided Setup

 Order an item

 Request a service

503. From the end user's perspective, how are the products and services in the

service catalog organized?

 Tickets and Requests

 Task and Subtasks

 Incidents and Problems

 Categories and Subcategories

504. What presents multiple catalog items grouped together logically as one

request?

 Order Guide

 Catalog Item

 Variable Set

 Record Producer

 Record Guide

505. Sequence in a catalogue form is determined by?

 Sequence field on the variable form

 Order field on the variable form

 Date of data creation of the variables

506. How do users generally access the Service Catalog from the portal?

 Under Request Something

 Under System Status

 In the Knowledge Base

 In the Community

507. When using the Service Portal, how do end users typically access the

service catalog?

 Under System Status

 Under Request Something

 In the Knowledge Base

 In the Community

508. Which of the following items does the Service Catalog include?

 Catalog items, record producers, change records

 Catalog items, record producers, content items, incidents

 Catalog items, record producers, content items

 Catalog items, record producers, content items, problems

509. Which is the correct path for getting to Record Producers?

 Self Service > Record Producers

 Service Catalog > Catalog Definitions > Record Producers

 Service Catalog > Catalogs > Record Producers

510. A REQ in Service Request management is used to denote what?

 An Asset

 An Order

 a Group

 A CI

 A Task

511. What are the three things a user with only Catalog Administrator role can

manage?

 Catalog Items

 Catalogs

 Categories

 Business Rules

512. How are products and services in the Service Catalog organized.

 Tickets and Requests

 Tasks and Subtasks

 Incidents and Problems

 Categories & Subcategories

513. What is the path to Service Catalog?

✓Answer:

All > Self-Service > Service Catalog

Scripting

514. Which one is a server-side script?

 UI Script

 Validation Script

 Business Rule

 Client Script

515. What is the language used for ServiceNow Scripting?

 Swift

 NASM

 JavaScript

 Java

 C++

516. Which script object in ServiceNow runs when an object is updated,

inserted, displayed, deleted or queried?

 Ui Scripts

 Client Scripts

 UI Policy

 Business Rule

 Ui Policy Action

517. Which script runs when a record is displayed, inserted, updated, deleted, or

when a table is queried?

 Business Rule

 Client Script

 UI Policy

518. Which of the following statements is true about scripting in ServiceNow?

 It is easier to debug and fix configuration changes vs. a script after an

upgrade. Therefore, it is considered good practice to customize your

instance without scripting.

 It is easier to debug and fix a script vs. configuration changes after an

upgrade. Therefore, it is considered good practice to customize your

instance with scripting.

✓Answer:

It is easier to debug and fix configuration changes vs. a script after an upgrade.

Therefore, it is considered good practice to customize your instance without

scripting.

519. What type of client script runs when a cell on a list changes value through

use of the List editor?

 onSubmit()

 onCellEdit()

 onChange()

 onLoad()

 onCellChange()

✓Answer:

onCellEdit()

520. Below are the types of Client Scripts, select four correct answers.

 onSubmit

 onUpdate

 onDelete

 onLoad

 onCellEdit

 onChange

 onCreate

✓Answer:

onSubmit

onLoad

onCellEdit

onChange

521. What are the scripts that run in a web browser called?

 Server-side

 Transform Maps

 Script Includes

 Client-side

✓Answer:

Client-side

522. Which two run scripts client-side?

 Business Rule

 Script Include

 UI Policy

 Client Script

✓Answer:

UI Policy

Client Script

523. Business rules are real time

 True

 False

✓Answer:

False

524. Which of the following are true regarding UI Policies?

 They run only on server side

 All the UI Policies of task table are not extended by the incident table

 Based on the condition, it can be decided when to make it

visible/hidden

 They run on the cloud side

✓Answer:

525. Based on the condition, it can be decided when to make it visible/hidden

Select two true statements from below

 UI policies only enforces on data entered into a form or list (passing

through the UI).

 Data Policies only enforces on data entered into a form or list (passing

through the UI).

 Data Policies are applied to all data entered into the platform: form

(UI), import sets, or web services.

 UI Policies are applied to all data entered into the platform: form (UI),

import sets, or web services.

✓Answer:

UI policies only enforces on data entered into a form or list (passing through the

UI).

Data Policies are applied to all data entered into the platform: form (UI), import

sets, or web services.

526. Which two from list below run scripts client side?

 Business Rule

 Client Script

 Script Include

 UI Policy

✓Answer:

Client Script

UI Policy

527 What do you configure to instruct fields how to behave on a form when a

UI policy is triggered?

 UI Actions

 Client Script

 Data Policy

 UI Policy Action

✓Answer:

UI Policy Action

528. Which statement is correct with respect to Business rules:

 A Business Rule must run before a database action

 A piece of JavaScript

 A Business Rule must run after a database action

✓Answer:

529. A piece of JavaScript

 Single trip

 Round trip

 Multiple trip

 None of the above

✓Answer:

Round trip

530. What are the client scripts that run when a particular field changes value?

 onCellEdit()

 onChange()

 onLoad()

 onSubmit()

✓Answer:

onChange()

531. Select two things from below that JellyScripting is used for?

 UI Macros

 UI Policy

 UI Action

 Content Management System

✓Answer:

UI Macros

Content Management System

532. To turn on the Save button/UI Action that show “Save”, “Insert”, and

“Insert and Stay” buttons on forms navigate to:

 All > System Properties > UI Properties

 All > System Definition > UI Properties

 All > System UI > UI Properties

 All > System Security > UI Properties

✓Answer:

All > System Properties > UI Properties

533. is the shared scratchpad object?

 g\_scratchpad

 u\_scratchpad

 gs.scratchpad

 sys\_sp\_obj

 sys\_obj\_sp

✓Answer:

g\_scratchpad

534. Select two facts about Business Rules:

 Which User and Groups have access

 What table to run against and timing (before or after insert and more)

 What conditions to evaluate, and what script to run based on the

evaluation

 What forms to evaluate, and what list to display based on the

evaluation

✓Answer:

What table to run against and timing (before or after insert and more)

What conditions to evaluate, and what script to run based on the evaluation

535. On the client script, which of the following variables cannot be used?

 g\_form

 producer.variable

 jslog

 gs.include()

✓Answer:

gs.include()

REPORTING:

536. What are used to automate business logic for a particular application or

process?

 Flows

 Triggers

 Actions

 IntegrationHub Spokes

✓Answer:

Flows

537. Select an item from below that can be found in the Report Designer

tab Configure:

 Define the report grouping

 Enter a report name, source type, and a table or Data source

 Select the report visualization format

✓Answer:

Define the report grouping

538. Name three types of charts categorized as Multidimensional reports in

ServiceNow.

 Single Score

 Heatmap

 Column

 Bubble

 Multi-level pivot table

✓Answer:

Heatmap

Bubble

Multi-level pivot table

539. In ServiceNow Report Designer, what can be used to aggregate field

values?

 Integer abbreviations

 Standard deviation calculations

 Data based visualization domains

 Float field metrics

✓Answer:

Standard deviation calculations

540. How do you get to the new dashboard that allows instance administrators

to proactively monitor system health?

 Plugins

 Import Center

 IntegrationHub

 Dashboards Landing Page

 ServiceNow Store

✓Answer:

Dashboards Landing Page

541. Select an item from below that can be found in the Report Designer

tab Type:

 Select the report visualization format

 Choose colors title and chart properties

 Enter a report name

 Enter a source or table

✓Answer:

Select the report visualization format

542. Which dashboard allows instance administrators to proactively monitor

system health?

 Instance Owner Dashboard

 Application Insights Dashboard

 System Administrator Dashboard

 CMDB Dashboard

✓Answer:

Application Insights Dashboard

543. Name the Report Designer tab where you select the report visualization

format?

 Style

 Data

 Type

 Configure

✓Answer:

Type

544. Usually \_\_\_\_\_ is detected for a shorter amount of time than it takes to

detect an anti-signal. In this case, the application shows a simple "\_\_\_\_\_"

message. No notifications are sent and no action is necessary.

 anti-signal

 no signal

 non signal

 signal

✓Answer:

no signal

545. Which ServiceNow dashboard shows the compliant security checks in a

system?

 PCI Compliance Monitor score

 PCI Configuration Controls score

 PCI Compliance Manager score

 PCI Security Center score

 PCI Compliance Center score

✓Answer:

PCI Configuration Controls score

546. By default, a report is shared with:

 All users and groups

 All roles

 Only groups that the report creator belongs to

 The report creator only

✓Answer:

The report creator only

547. The KPI \_\_\_\_\_ application considers the following behaviors to 'signal'

special cause variation:

 Anti-Signals

 Signals

 Non-Signals

 No Signal

✓Answer:

Signals

548. When using the performance analytics application in the Now platform,

what kind of KPI signals are used to make decisions that statistically support

long term workflow stability?

 Stability-signals

 long-term-signals

 Anti-signals

 Non-signals

✓Answer:

Anti-signals

549. Who is a report shared with by default?

 All roles

 Only groups that the creator belongs to

 The report creator only

 All users and groups

✓Answer:

The report creator only

550. How is report data grouped when generating a report from a list?

 By date

 By user

 By the column clicked

 By sys\_id

 None of the above

✓Answer:

551. By the column clicked

The \_\_\_\_\_ lets you know that your workflow is under control.

 no signal

 anti-signal

 non-signal

 signal

✓Answer:

anti-signal

552. Which of the below items relates to a metric in ServiceNow reporting?

 A report gauge available for dashboards

 Measures and evaluates the effectiveness of IT Service Management

process

 Measures and evaluates the effectiveness of the CMDB

 Measure the time between two date fields

✓Answer:

Measures and evaluates the effectiveness of IT Service Management process

553. What are three types of Visual Task Boards?

 Guided

 Variable

 Flexible

 Freeform

✓Answer:

Guided

Flexible

Freeform

554. Which phase of the Report designer lets you define the Group by attribute?

 Style

 Type

 Configure

 Data

✓Answer:

Configure

555. What lets users share Widgets like Reports and Performance Analytics

visualizations?

 Control Panel

 Responsive Dashboards

 Analytics Filter

 Visual Analytics Board

✓Answer:

Responsive Dashboards

556. Which of the following are valid report sharing options? (5)

 Add to homepage

 Publish

 Export to PDF

 Add to dashboard

 Clone

 Schedule

 Share

✓Answer:

Publish

Export to PDF

Add to dashboard

Schedule

Share

557. Name five types of charts categorized as Time Series in ServiceNow.

 Heatmap

 Area

 Bubble

 Column

 Line

 Spline

 Step Line

✓Answer:

Area

Column

Line

Spline

Step Line

558. Select an item from below that can be found in the Report Designer

tab Style:

 Define the report grouping

 Enter a report name, source type, and a table or Data source

 Choose colors title and chart properties

 Select the report visualization format

✓Answer:

Choose colors title and chart properties

559. What is the tool that allows you to create and distribute your own reports?

 Visual Task Board

 Control Panel

 Report Designer

 Report Filter

 Report Buddy

✓Answer:

Report Designer

560. Name the two report types that can be created from list view of records.

 Bar Chart

 Time Series

 Pie Chart

 List report

 Single Score

✓Answer:

Bar Chart

Pie Chart

561. Which Report Designer tab allows you to enter report name and source

type:

 Style

 Type

 Configure

 Data

 Report Name

✓Answer:

Data

562. Name four types of charts categorized as Bars in ServiceNow.

 Bar

 Histogram

 Column

 Horizontal Bar

 Pareto

 Dial

✓Answer:

Bar

Histogram

Horizontal Bar

Pareto

563. Name three types of charts categorized as Scores in ServiceNow.

 Pie

 Dial

 Semi-donut

 Single Score

 Funnel

 Speedometer

✓Answer:

Dial

Single Score

Speedometer

564. What is an example of a Time Series Chart?

 List

 Bar

 Single Score

 Speedometer

 Line

✓Answer:

Line

565. Which Report Designer tab allows you to choose colors & title?

 Data

 Style

 Configure

 Type

✓Answer:

Style

566. Select two options that can be accessed from the Reporting module from

list below.

 From the Form view

 From the Column Header in a list view

 From the Form designer

 View/Run application module

✓Answer:

From the Column Header in a list view

View/Run application module

567. Where do reports appear after you create them?

 Reports > View/Run

 ServiceDesk > My Reports

 Performance Analytics > Reporting

 Reports > Newly Created

✓Answer:

Reports > View/Run

568. Select an item from below that can be found in the Report Designer

tab Data:

 Define the report grouping

 Select the report visualization format

 Enter a report name, source type, and a table or Data source

 Choose colors title and chart properties

✓Answer:

569. Enter a report name, source type, and a table or Data source

 Download as PDF

 Email an attachment

 Share the report

 Publish to an instance URL

570. When KPI Signals does not detect abnormal variation for a significant

amount of time, it generates \_\_\_\_\_ \_\_\_\_\_.

 non-signal

 anti-signal

 no-signal

 signal

571. What phase of the report designer lets you choose the fields needed in a list

report?

 Style

 Type

 Configure

 Data

572. Select five valid report sharing options from the list below.

 Add to dashboard

 Publish

 Schedule

 Add to homepage

 Clone

 Export to pdf

 Share

573. Responsive Dashboards in the \_\_\_\_\_ \_\_\_\_\_ let users share widgets like

Reports and Performance Analytics visualizations.

 Banner frame

 Application Navigator

 Content Navigator

 Content frame

574. Which phase of the Report designer lets you choose a color scheme for the

report visualization?

 Configure

 Data

 Type

 Style

575. Name three types of charts categorized Pies and Donuts as in

ServiceNow.

 Donut

 Pie

 Pi

 Semi donut

 Cream filled

576. What are two report visualizations types that can be generated from a list

of records?

 Single score

 Pie chart

 Line chart

 Bar chart

577. Navigate here to modify an existing report

✓Answer: Reports > View/Run

578. name the Report Designer tab where Report Grouping is defined?

 Style

 Data

 Type

 Configure

 Grouping

579. What is an example of a column and bar chart?

 Donut

 Dial

 Pareto

 Spline

580. What are the three report sharing options?

 Clone

 Publish

 Export to PDF

 Share