Notifications :

582. What allows users to manage which notifications they receive?

 Connect Chat

 Subscriptions

 Now on Now

 System Properties

583. Where can users set their notification subscription preferences?

 Notification settings

 System settings

 Subscription settings

 Email settings

584. What triggers notifications?

 System Events

 Service Level Agreement

 Dot-walking

 Activity Stream

585. Which feature allows users to manage their own notifications?

 Platform Chat

 Connect Chat

 System Properties

 Subscriptions

 Portal Properties

586. Where do you navigate to see the notifications currently defined in the

system?

 System Notification > Notifications

 System Notification > Email > Notifications

 System Properties > Notifications

 Notifications > System

587. Regarding inbound email actions, name three types of actions the system

can take in response to a user’s message.

 Create custom applications

 Make changes to a system table

 Send the user an email message in reply

 Override agent capacity for selected agents

588. Where do users set their notification subscription preferences?

 Subscription Settings

 Email Settings

 System Settings

 Notification Settings

589. What item in ServiceNow is used for creating incidents via email?

 Email Actions

 Business Rules

 Email Policies

 Data Policies

 Inbound Actions

590. Where to configure "Override the Message HTML" for notifications?

 Which email template

 What will it contain

 When to send

 Who will receive

591. When configuring an email notification, where can you choose field values

from the record to include within the message?

 Select fields pane

 Select variables

 Variables context menu

 Platform variables

592. Select three from the list below to name contents of What it will contain:

 Select variable values to include in subject or message

 Override the message HTML

 Define conditions to be met

 Identify if a record insert or update results in the notification

 Apply an email template

593. What are the three tabs used to configure an email notification?

 When to send

 Which email template

 Why send

 What it will contain

 Who will receive

594. Which three tabs are used to configure an email notification?

 What it will contain

 When to send

 Who will receive

 Which email template

 What the subjects is

595. What is used to preview how the Notification will appear to the user?

 Preview Notification

 Impersonate User

 Sneak Peek

 Auto preview

596. How can administrators utilize the same content for different notification

channels?

 Configure default notification content

 Set up related notification content

 Enable actionable notification content

 Provide common notification content

597. Which feature allows users to manage which notifications they receive

about various activities occurring in the platform?

 Now on Now

 Subscriptions

 Platform Chat

 ServiceNow Mobile

598. What are the actions that the system takes in response to messages from

users?

 Triggers

 Inbound Email Actions

 Assignment Rules

 Auto Feedback

599. When a request is rejected, a notification is sent and sets the status to

rejected.

 True

 False

600. Notifications in the Now Platform occur through which of the

following three methods?

 Virtual Agent

 Email

 Meeting Invitation

 SMS

 Workplace Chat

601. What are the three methods where notifications appear?

 Virtual Agent

 Email

 SMS

 Meeting Invitation

602. Select two from the list below to name contents of When to send:

 Define conditions to be met

 Make the notification Subscribable

 Identify if a record insert or update results in the notification

 Select variable values to include in subject or message results in the

notification

603. Name four ways to collaborate with team members on tasks?

 User presence

 Additional comments

 Activity stream

 Connect chat

 Comments

 Work notes

604. Where is "make the notification subscribe-able by users" located?

 Which email template

 Who will receive

 When to send

 What it will contain

605. Users can set their notification subscription preferences by navigating to:

 User menu > Subscriptions

 System Settings > Notification Preferences

 System Properties > Notification Preferences

✓Answer:

System Settings > Notification Preferences

606. What are the two types of actions the system can take in response to a

user's message?

 Send the user an email message in reply

 Update the welcome page

 Print the requested record

 Make changes to a system table

607. Where do you configure "Define conditions to be met" for Notifications?

 What it will contain

 Which email template

 When to send

 Who will receive

608. What allows users to manage which notifications they receive?

 ServiceNow Mobile

 Subscriptions

 Now on Now

 Platform Chat

609. Name three different methods for Notifications in the now platform.

 Virtual Agent

 SMS

 Email

 Workplace Chat

 Meeting Invitation

 Connect Bot

610. You can verify your Notification was sent correctly using:

 All > System Mailboxes > Outbound > Outbox

 All > System Mailboxes > Inbound > Outbox

 All > System Mailboxes > Inbound > Inbox

 All > System Mailboxes > Outbox

611. What type of notification allow users to know when knowledge articles are

about to expire?

 Agent Workspace

 SMS

 Self-Service Notifications

 Email

612. Select two from the list below to name contents of Who will Receive:

 Select variable values to include in subject or message

 Select Users or Groups from field values on the notification

record

 Make the notification Subscribable

 Apply an email template

613. How to navigate to emails sent/received out/in from the Now platform

Application navigator?

 System Logs > Emails

 System Policy > Email > Email

 System Notification > Email

 System Notification > Email > Emails

Lists & Filters

614. Which context menu allows you to export data from the list view?

 List Title Context menu

 Record Context menu

 List Column Context menu

 Form Context menu

615. What are the filter conditions also known as?

 Filed Values

 Title Bars

 Breadcrumbs

 Column Heading

 Bread dots

616. Name four things that the list interface consists of:

 A title bar

 Favorites

 Filters

 Breadcrumbs

 Columns of data

 Dashboards

617. Name three ways to create a favorite?

 Drag the breadcrumbs of a filters list to the Favorites tab

 Drag an individual record to the Favorites tab

 Select the personalization gear icon

 Select the start of its corresponding section

 Select the star of its corresponding application or module

618. A filter is a set of conditions applied to a table to help you find and work

with a subset of data. In the Now Platform, filter conditions are also referred to

as:

 Column Headings

 Filed values

 Breadcrumbs

 Title Bars

619. What allows you to filter the list data using natural language, instead of the

condition builder?

 Natural Language Query

 Artificial Intelligence Query

 Natural Predictive Intelligence

620. How can you modify field data in a list view without opening the record?

 Column editor

 Field editor

 List editor

 table editor

621. What does the list editor do?

 It shows the average response time of your ServiceNow instance

 It displays the processing time, including the total time, network

latency and browser rendering and parsing

 It allows you to update the record without having to open a form

 All of the above

 None of the above

622.What are the two list versions?

 v3

 v0

 v1

 v2

623. Which role is required to change list layout?

 configure\_list

 personalize\_list\_control

 list\_control

 personalize\_list

 list\_admin

624. What is a set of conditions applied to a table to work with a subset of data?

 Record

 List

 Filter

 Field

625. What context menu is available for each value in a list?

 List column context menu

 List filter context menu

 List field context menu

 List title menu

626.Select three items that List Title menu consists of:

 Show

 User

 Refresh List

 Export

 Create Favorite

627.Name two types of context menus ServiceNow provides.

 Filter Context menu

 List Column Context menu

 Form Context menu

 List Filter Context menu

628. Where do we go in Next Experience UI to create a new view?

 Right click any list context menu and select Configure > List Layout

 Right click any column header and select Configure > List Layout

 Right click any field context menu and select Configure > List Layout

629.What displays actions like quick reports, configuring lists, and exporting

data?

 List Context Menu

 Column Context Menu

 Record Context Menu

 Value Context Menu

630. Where to navigate to see a list of all configuration items

✓Answer: Configuration > Base Items > All

631.Which menu can users access to display actions that involve creating quick

reports, configuring lists and exporting data?

 Column context menu

 Record context menu

 Value context menu

 List context menu

632.Lists provide context menus at three different levels. What are the three

names of those context menus?

 List filter context menu

 List title menu

 List fields context menu

 List description menu

 List column context menu

633. What is part of a filter condition?

 Field, Value, Operation

 Field, Value, Operator

 Field, Condition, Value

634.Which search feature can be used to help narrow down search results in

ServiceNow?

 Context Finder

 Wildcard Characters

 Platform Locator

 Containers

635.What displays a set of records from a table in the content frame?

 Activity Stream

 Workspace

 List

 Form

636.How to you save a filter for a list?

 Click Create it, Name it, Save it

 Give it a name, Set visibility, Save

 Give it a name, Set roles, Save

 Save, Set name, Set roles

637.What key combination allows you to select multiple consecutive values

when using the list editor.

 Ctrl & up or down arrow

 Shift & M

 Control & M

 Shift & up or down arrow

638. Name two shortcuts that select multiple consecutive values:

 Shift & Down Arrow

 Ctrl & Up Arrow

 Shift & Up Arrow

 Alt & Down Arrow

639.What is accessible via the list title menu icon, or right clicking the title bar?

 List Properties

 Tags

 Label Properties

 List controls

640.What appears to the right of the gear if you've personalized a list?

 Red star

 Yellow dot

 Green dot

 Red exclamation point

641.A column in a list represents what in ServiceNow?

 A filter

 A list

 A record

 A field

642. Select three items that List Title menu consists of:

 View

 User

 Filters

 Export

 Group By

643.What is the field that indicates the unique identifier of a knowledge article?

 Valid To

 Workflow

 Number

 Article Type

644.Within ServiceNow, KB is an abbreviation for what?

 Keyword Block

 Kubernetes Broker

 Knowledge Base

 Kanban Board

645.Which of the following three ways an end user can leave feedback about an

article?

 Leave a comment on the article

 Give a 1-5 star rating

 Fill out an article quality index checklist

 Mark the article as helpful or not helpful

646. What is a record in a knowledge base that provides information to

consumers?

 Listicle

 Service Catalog

 Knowledge Article

 Consumer Report

647.Knowledge article authors can apply predefined formats, code snippets,

table of contents, find/replace text when authoring a Knowledge article using

this editor this editor?

 Java

 HTML

 Python

 MYSQL

 JavaScript

 CSS

648.Name a state where a knowledge article is visible to all users?

 Registered

 Published

 Certified

 Draft

649.What is a button that triggers a search for similar knowledge articles

already existing?

 Search for Duplicates

 Compare

 Digital Twin

 Find Similar

650.Which three of the following are possible methods of populating a

knowledge base with knowledge articles?

 Integrating with a WebDev complaint source

 Via e-mail to a defined knowledge e-mail address

 Creating articles directly in the ServiceNow platform

 Importing Microsoft Word files

651.What are the three ways a user can leave feedback about an article?

 Leave a comment

 Give a star rating

 Mark as helpful or not

 Fill out a survey

652.What is the best way to share a knowledge article with another user?

 Sharing the keywords

 Taking a screenshot

 Copying and pasting the text

 A Permalink

653.What are the articles with the highest percentage of users marking them

helpful called?

 Featured

 Most Helpful

 Most Viewed

 Most Useful

654.What item/widget in the Knowledge Management Service Portal displays

articles that have the highest percentage of users marking them as helpful?

 Most Helpful

 Featured

 Most Useful

 Most Viewed

655.How should you share a knowledge article with another user?

 A permalink

 Sharing the keywords

 Taking a screenshot

 Copying and pasting the text

656.What are the two Knowledge Base article types?

 HTML

 Wiki

 CSS

 JavaScript

657.Where do you click to import Microsoft Word documents directly into a

KB?

 Import Articles

 MSW Import

 Upload

 Insert and Publish

 Import Word

658.Which feature allows end users to post questions and answer other user's

questions?

 Social Q&A

 Social FAQ

 Ask ServiceNow

 Neighborhoods

659.What is a good way to suggest revisions to the knowledge manager?

 Change Control

 Email

 Flagging an article

 Opening an incident

 Opening a case

 None of the above

660.What item in the Knowledge Management Service Portal displays article

that have the highest percentage of users marking them helpful

 Featured

 Most Helpful

 Most Useful

 Most Viewed

661.Navigate here to review flagged articles

✓Answer: Knowledge > Articles > All Flagged

662.What are reusable pieces of content you can add to Knowledge Articles?

 Data Chunk

 Blockscript

 Databrick

 Knowledge Blocks

663.What are three ways of populating Knowledge Articles in the Now

Platform?

 Emails

 Integrated with a third-party WebDav compatible source

 Importing Word Documents

 Importing Excel Sheets

 Creating Manually

667.As it relates to Knowledge Management, KCS is an abbreviation for:

 Knowledge Centered Service

 Knowledge Content per Second

 Knowledge Content Support

 Knowledge Category Subcategory

668.Which button triggers a search in ServiceNow to determine if there are any

similar Knowledge Articles already existing in the platform?

 Find Clones

 Search for Duplicates

 Search for Matches

 Find Corresponding

669.After this date the KA will no longer appear in Knowledge Searches or the

published KB.

 Retire date

 Valid to

 Stop publishing

 End publishing

670.Name the first three Knowledge Article workflows?

 Draft

 Review

 Published

 Revision