



Custom View Settings

Topic 1 - Single Topic

Question #1

Topic 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 Most Voted

Correct Answer: D

Community vote distribution

D (100%)

Question #2

Topic 1

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 Most Voted
- 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

Correct Answer: A

Community vote distribution

A (100%)

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 Most Voted
- D. A metric is a comparative measurement used to report the effectiveness of flows and SLAs.

Correct Answer: C

Community vote distribution

C (100%)

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 Most Voted
- D. The Choice field in the Variable form

Correct Answer: C

Community vote distribution

C (100%)

Reports can be created from which different places in the platform? (Choose two.)

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

Correct Answer: AD

Community vote distribution

AD (95%)

5%

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

Correct Answer: ACE

Community vote distribution

ACE (100%)

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) Most Voted
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Correct Answer: C

Community vote distribution

C (100%)

Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite Most Voted
- C. Tag
- D. Bookmark

Correct Answer: B

Community vote distribution

B (100%)

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 Most Voted
- D. An SLA

Correct Answer: C

Community vote distribution

C (100%)

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow Most Voted
- C. Elevate Roles Most Voted
- D. Impersonate Users Most Voted
- E. Order from Service Catalog
- F. Approve Records

Correct Answer: BCD

Community vote distribution

BCD (80%)

10% 10%

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Question #11

Topic 1

Buttons, form links, and context menu items are all examples of what type of functionality?

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

Correct Answer: B*Community vote distribution*

B (100%)

Question #12

Topic 1

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

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

Correct Answer: B*Community vote distribution*

B (71%)

D (29%)

Question #13

Topic 1

Table Access Control rules are processed in the following order:

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

Correct Answer: B*Community vote distribution*

B (100%)

What is the platform name for the User table?

- A. u_users
- B. sys_users
- C. x_users
- D. sys_user Most Voted

Correct Answer: B

Community vote distribution

D (98%)

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.

Correct Answer: A

Community vote distribution

A (100%)

Which would NOT appear in the History section of the Application Navigator?

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

Correct Answer: B

Community vote distribution

B (100%)

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid 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 **Complete**, change it back to **In Progress** until it is applied to another instance

Correct Answer: A

Community vote distribution

A (100%)

Which of the following is used to initiate a flow?

- A. A Trigger **Most Voted**
- B. Core Action
- C. A spoke
- D. An Event

Correct Answer: A

Community vote distribution

A (100%)

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 **Most Voted**

Correct Answer: D

Community vote distribution

D (87%)

13%

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 Most Voted
- 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

Correct Answer: A

Community vote distribution

A (100%)

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Question #21

Topic 1

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

Correct Answer: AB

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/configuration-management/concept/c_OptionsToPopulateCMDB.html

Community vote distribution

AB (100%)

Question #22

Topic 1

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

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

Correct Answer: D

Community vote distribution

D (100%)

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

Correct Answer: A

Community vote distribution

A (100%)

In what order should filter elements be specified?

- A. Field, Operator, then Value **Most Voted**
- B. Field, Operator, then Condition
- C. Operator, Condition, then Value
- D. Value, Operator, then Field

Correct Answer: A

Community vote distribution

A (100%)

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 **Most Voted**
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

Correct Answer: B

Community vote distribution

B (87%)

13%

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

Correct Answer: ACDF

Community vote distribution

ACDF (100%)

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

Correct Answer: A

Community vote distribution

A (100%)

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 **Most Voted**
- D. Order Guides take the user directly to the checkout without prompting for information

Correct Answer: C

Community vote distribution

C (100%)

Which tool is used to have conversations with logged-in users in real-time?

A. Connect Chat Most Voted

B. Now Messenger

C. User Presence

D. Comments

Correct Answer: A

Community vote distribution

A (89%)

11%

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

Correct Answer: ACDE

Community vote distribution

ACDE (100%)

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Question #31

Topic 1

What is a formatter? Select one of the following.

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

Correct Answer: B

Community vote distribution

B (100%)

Question #32

Topic 1

When searching using the App Navigator search field, what can be returned? (Choose four.)

A. Names of Applications and Modules

B. Names of Modules

C. Names of Applications

D. Favorites

E. History Records

F. Titles of Dashboard Gauges

Correct Answer: ABCD

Community vote distribution

ABCD (100%)

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

Correct Answer: C

Community vote distribution

C (100%)

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

Most Voted

Correct Answer: D

Community vote distribution

D (100%)

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

Most Voted

Correct Answer: A

Community vote distribution

A (100%)

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

Correct Answer: ACD

Community vote distribution

ACD (100%)

What is the function of user impersonation?

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

Correct Answer: A

Community vote distribution

A (100%)

What information does the System Dictionary contain?

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

Correct Answer: B

Community vote distribution

B (100%)

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 Most Voted
- 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

Correct Answer: D

Community vote distribution

B (99%)

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 Most Voted
- 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

Correct Answer: A

Community vote distribution

A (100%)

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Question #41

Topic 1

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 Most Voted

Correct Answer: D

Community vote distribution

D (100%)

Question #42

Topic 1

Which group of permissions is used to control Application and Module access?

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

Correct Answer: C

Community vote distribution

C (100%)

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 Most Voted

Correct Answer: D

Community vote distribution

D (100%)

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

Correct Answer: A

Community vote distribution

A (100%)

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

Correct Answer: C

Community vote distribution

C (100%)

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

Correct Answer: D

Community vote distribution

D (100%)

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

Correct Answer: B

Community vote distribution

B (100%)

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

Correct Answer: C

Community vote distribution

C (100%)

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 Most Voted

Correct Answer: D

Community vote distribution

D (100%)

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

Correct Answer: A

Community vote distribution

A (100%)

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Question #51

Topic 1

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items Most Voted
- B. Order Guides, Item Variables, and flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

Correct Answer: A*Community vote distribution*

A (100%)

Question #52

Topic 1

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

Correct Answer: C*Community vote distribution*

C (100%)

Question #53

Topic 1

Where can Admins check which release is running on an ServiceNow instance?

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

Correct Answer: B*Community vote distribution*

B (86%)

14%

A knowledge article must be which of the following states to display to a user?

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

Correct Answer: A

Community vote distribution

A (100%)

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

Correct Answer: C

Community vote distribution

C (100%)

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

Correct Answer: D

Community vote distribution

D (100%)

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

Correct Answer: C

Community vote distribution

C (100%)

Which term best describes something that is created, has work performed upon it, and is eventually moved to a state of closed?

- A. report
- B. flow
- C. event
- D. task

Correct Answer: D

Community vote distribution

D (100%)

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

- A. XML feed
- B. Local database
- C. LDAP
- D. SSO
- E. FTP authentication

Correct Answer: BCD

Community vote distribution

BCD (100%)

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

A. Roles Most Voted

B. Conditional Expressions Most Voted

C. Assignment Rules

D. Scripts Most Voted

E. User Criteria

F. Groups

Correct Answer: ABD

Community vote distribution

ABD (88%)

13%

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Question #61

Topic 1

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

Correct Answer: B*Community vote distribution*

B (100%)

Question #62

Topic 1

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 **Most Voted**
- D. Make active, set visibility, and save

Correct Answer: C*Community vote distribution*

C (100%)

Question #63

Topic 1

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 **Most Voted**

Correct Answer: D*Community vote distribution*

D (79%)

A (21%)

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

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

Correct Answer: C

Community vote distribution

C (100%)

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

- A. Template
- B. Reference Qualifier
- C. Formatter
- D. Assignment Rule

Correct Answer: A

Community vote distribution

A (100%)

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

Correct Answer: B

Community vote distribution

B (100%)

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

Correct Answer: C

Community vote distribution

C (100%)

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

Correct Answer: B

Community vote distribution

B (100%)

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

- A. Flexible
- B. Freeform
- C. Feature
- D. Guided boards

Correct Answer: C

Community vote distribution

C (100%)

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.

Correct Answer: CD

Community vote distribution

CD (100%)

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Question #71

Topic 1

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

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

Correct Answer: AB

Community vote distribution

AB (100%)

Question #72

Topic 1

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]

Correct Answer: A

Community vote distribution

A (100%)

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 Most Voted
- 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

Correct Answer: A

Community vote distribution

B (100%)

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

Correct Answer: A

Community vote distribution

A (100%)

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 Most Voted
- D. sys_abc

Correct Answer: C

Community vote distribution

C (100%)

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 Most Voted
- C. For specific groups
- D. For a specific CMDB Configuration item

Correct Answer: D

Community vote distribution

B (75%) D (22%) 4%

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

Correct Answer: C

Community vote distribution

C (100%)

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 Most Voted
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Correct Answer: D

Community vote distribution

B (88%) 13%

Which tool is used for creating dependencies between configuration items in the CMDB?

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

Correct Answer: D

Community vote distribution

A (63%) D (37%)

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

Correct Answer: C

Community vote distribution

C (100%)

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EXAM CSA TOPIC 1 QUESTION 81 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 81

Topic #: 1

[\[All CSA Questions\]](#)

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

Most Voted

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by  [Jo98778](#) at Jan. 12, 2022, 2:43 p.m.

Comments

  [Jo98778](#) Highly Voted 2 years, 5 months ago

Selected Answer: D

Configurations are automatically recorded in update sets. Things like client scripts, business rules, UI Actions, etc. Things that are considered data, like users, groups, group associates (records on sys_user_grmember) don't get saved automatically. You can manually add these records to your update set by clicking the UI action in the bottom left corner." https://community.servicenow.com/community?id=community_question&sys_id=b18c761cdb83b344414eeeb5ca96192f

https://community.servicenow.com/community?id=community_question&sys_id=3e5e8feddb9cdbc01dcf3231f9619e0

- A is wrong because Schedule jobs are not included
- B. is wrong because transactional data records are not included
- C. is wrong because configuration items are not included

D therefore is the most accurate

upvoted 27 times

  [cindy2023](#) Most Recent 10 months, 3 weeks ago

I think is B, changes to table, form,business rule and data records .

upvoted 1 times

EXAM CSA TOPIC 1 QUESTION 82 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 82

Topic #: 1

[\[All CSA Questions\]](#)

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

Most Voted

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

D (79%) C (21%)

by  Stefcio at Oct. 13, 2021, 2:23 p.m.

Comments

  **Stefcio** Highly Voted 2 years, 8 months ago

Correct answer is D.
upvoted 15 times

  **prabhamegha08** Most Recent 2 months, 2 weeks ago

Answer is D
upvoted 1 times

  **oswaldorusb** 3 months, 2 weeks ago

Selected Answer: D
D is the correct one
upvoted 1 times

  **David_Wu** 4 months ago

Selected Answer: D
Clearly it's D
upvoted 1 times

EXAM CSA TOPIC 1 QUESTION 83 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 83

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by  [Mohammedhz](#) at April 18, 2022, 12:35 p.m.

Comments

 [Mohammedhz](#)  2 years, 2 months ago

Correct:

<https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/administer/integrationhub/concept/integrationhub.html>

'Integration Hub enables execution of third-party APIs as a part of a flow when a specific event occurs in ServiceNow. These integrations, referred to as spokes'

upvoted 5 times

 [GilSATx](#)  6 months, 3 weeks ago

Selected Answer: B

Spoke is it

upvoted 1 times

 [kohliaashish](#) 10 months, 3 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

 EXAM CSA TOPIC 1 QUESTION 84 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 84

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by  Rameshsu at Jan. 21, 2022, 2:55 p.m.

Comments

  **TimmyLam** 2 months, 1 week ago

[Selected Answer: D](#)

Answer is D

upvoted 1 times

  **TimmyLam** 2 months, 1 week ago

I am cool

upvoted 1 times

  **sithupraj** 7 months, 1 week ago

Application scoping protects applications by identifying and restricting access to application files and data. D is correct.

upvoted 1 times

  **saiakhilpalle** 1 year, 6 months ago

D is correct

upvoted 1 times

  **fauxmaux** 2 years, 2 months ago

EXAM CSA TOPIC 1 QUESTION 85 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 85

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- D. The role with the most permissions evaluates the rules first.

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (75%) A (17%) 8%

by  [Bubu770](#) at Nov. 20, 2022, 12:52 p.m.

Comments

  [Jorr](#) Highly Voted  1 year, 6 months ago

Selected Answer: C

A is wrong. the rules are evaluated: specific to general so it can't be A.

C is correct
upvoted 5 times

  [TimmyLam](#) Most Recent  2 months, 1 week ago

Selected Answer: C

I believe the correct answer is C.
upvoted 1 times

  [ba14741](#) 3 months, 3 weeks ago

Selected Answer: C

C is correct
upvoted 1 times

  [Mihaf92](#) 9 months, 1 week ago

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)

[Hide Answer](#)

Suggested Answer: A

Reference:

<https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-brief/sbr-servicenow-common-service-data-model.pdf>

Community vote distribution

A (100%)

by  Milenablvr at Sept. 28, 2023, 10:19 p.m.

Comments

  **GilSATx** 6 months, 3 weeks ago

Selected Answer: A

Csdm is correct
upvoted 1 times

  **Milenablvr** 9 months, 2 weeks ago

A, the correct answer is CSDM.
upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 87 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 87

Topic #: 1

[\[All CSA Questions\]](#)

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. Most Voted
- 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. Most Voted
- E. The Assignment Group manager field is empty.

[Hide Answer](#)

Suggested Answer: B

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_CreateAGroup.html

Type Category for this group. For example, a group designated as type **catalog** is a service catalog group and can also be accessed under the **Service Catalog > Catalog Policy > Fulfillment Groups** module. You may need to [personalize the form](#) to add the **Type** field. Activating the Work Management plugin adds the **Type** field automatically.

Note: ITIL is added for groups with an empty group type. Also, the default reference qualifier for tasks allows these groups to assign tasks and other task types to the group.

Community vote distribution

D (56%) A (41%) 4%

by  Bayoubeot at July 25, 2022, 5:08 p.m.

Comments

↳ Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 88 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 88

Topic #: 1

[All CSA Questions]

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 Most Voted
- D. Assign Application trigger role [sn_app_trigger_write] to SME
- E. Activate application plugins only

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

C (100%)

by  Miiila at Jan. 24, 2022, 12:24 p.m.

Comments

✉  **Erp88** Highly Voted 1 year, 7 months ago

Selected Answer: C

Extract from Admin course in Service Now:

Application-based triggers are added when the associated application spoke* is activated. For example, these types of triggers allow you trigger a flow when an item is requested from the Service Catalog. In some instances, a plug-in might need to be activated as well (e.g. Flow Designer Support for Service Catalog).

*A spoke contains Flow Designer triggers and actions dedicated to a particular application. For example, the ITSM Spoke contains actions for managing Task records such as the Create Task action.

Spokes are activated when their parent application is activated.

upvoted 8 times

✉  **Markster** Highly Voted 2 years ago

Selected Answer: C

https://developer.servicenow.com/dev.do#!/learn/courses/quebec/app_store_learnv2_flowdesigner_quebec_flow_designer/app_store_learnv2_flowdesigner_quebec_using_flow_designer/app_store_learnv2_flowdesigner_quebec_triggering_flows

upvoted 6 times

↳ Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 89 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 89

Topic #: 1

[\[All CSA Questions\]](#)

The ServiceNow platform includes which types of interfaces? (Choose three.)

A. Now Mobile Apps Most Voted

B. Agent Control Center

C. Back Office Dashboard

D. Service Portals Most Voted

E. Now Platform® User Interfaces Most Voted

F. Field Service Taskboard

[Hide Answer](#)

Suggested Answer: BEF

Community vote distribution

ADE (100%)

by  [bb369](#) at Jan. 2, 2022, 7:02 p.m.

Comments

 [Jo98778](#) Highly Voted 2 years, 5 months ago

Selected Answer: ADE

A. <https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navigation.html>

D and E. <https://www.servicenow.com/products/service-portal.html>

It is almost like ServiceNow is deliberately flooding these websites with wrong correct-answers so people fail the test.

upvoted 31 times

 [TimmyLam](#) Most Recent 2 months, 1 week ago

Selected Answer: ADE

It's always been ADE

upvoted 1 times

EXAM CSA TOPIC 1 QUESTION 90 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 90

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Homepages
- B. Data Most Voted
- C. Published Workflows
- D. Business Rules
- E. Schedules Most Voted
- F. Database changes Most Voted
- G. Related Lists
- H. Report Definitions
- I. Scheduled Jobs Most Voted
- J. Client Scripts K. Views

[Hide Answer](#)

Suggested Answer: AB~~E~~ F

Reference:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/workflow-administration/concept/>

↳ Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 91 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 91

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- C. Click on context menu, select Configure > Form Designer Most Voted
- D. Select Field Class Manager module

[Hide Answer](#)

Suggested Answer: AB

Reference:

https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html

3. Complete the following steps to configure the choices for the **Needs review** field.

a. Right-click the **Needs review** field label and select **Configure choices**.

The **Configuring choices** form appears with empty slushbucket lists for **Available** and **Selected**.

b. In the **Enter new item** field, add **Yes** and **No** choices and click **Add**.

The choices appear in the **Selected** list.

c. Click **Save**

The Change Request form reopens. The **Needs review** choice list contains the **Yes** and **No** choices.

Community vote distribution

BC (82%)

Other

by  KONGNGUYEN at Sept. 1, 2022, 8:12 p.m.

Comments

 **wer3ball** 4 months ago

EXAM CSA TOPIC 1 QUESTION 92 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 92

Topic #: 1

[\[All CSA Questions\]](#)

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 (CMDBC)
- E. CI Class Manager (CICM)

[Hide Answer](#)

Suggested Answer: A

Reference:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdm-implementation/concept/csdm-basics.html>

About the CSDM

The CSDM terms and definitions enable service reporting, and provide prescriptive guidelines for service modeling within the ServiceNow® Configuration Management Database (CMDB).

The CSDM data model is a CMDB framework that supports multiple configuration strategies. The data model includes guidelines for using base system tables and relationships. Many ServiceNow products depend on data within this data model.

Community vote distribution

A (100%)

by  Nasman096 at Oct. 16, 2022, 9:35 p.m.

Comments

 **4learning2u** 1 year, 6 months ago

[Selected Answer: A](#)

Actual exam question from ServiceNow's CSA

Question #: 93

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: D

Reference:

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

Note: After a plugin is activated, you cannot disable or deactivate it. If needed, you can hide the functionality. You should thoroughly test, in a non-production instance, the specific features and functionalities that are installed when you activate the plugin before using them in a production instance.

Community vote distribution

D (100%)

by  [saiakhilpalle](#) at Dec. 21, 2022, 4:14 p.m.

Comments

 [GilSATx](#) 6 months, 3 weeks ago

Selected Answer: D

D Plugin

upvoted 1 times

 [saiakhilpalle](#) 1 year, 6 months ago

D is correct

upvoted 3 times

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EXAM CSA TOPIC 1 QUESTION 94 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 94

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: D

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_UniqueRecordIdentifier.html

Get the sys_id from a script

Users can locate the sys_id of a record using a script.

- The sys_id value of a record can be found in a business rule (or any other server-side JavaScript) by dot-walking from the GlideRecord.

```
var id = current.sys_id;
```

- The sys_id of a record can be found in client-side JavaScript using g_form.getUniqueValue() as shown in the following example.

```
function onLoad() {  
    var incSysid = g_form.getUniqueValue();  
    alert(incSysid);  
}
```

Community vote distribution

D (100%)

EXAM CSA TOPIC 1 QUESTION 95 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 95

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- 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

[Hide Answer](#)

Suggested Answer: B

Reference:

https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

Note:

- When a change is made to the end-user profile, such as location, and it affects their ability to view items, those changes do not take effect until the end user has relaunched the session.
- The user criteria restrictions of a category do not automatically apply to the catalog items within the category. If required, you should apply the user criteria restrictions to the individual catalog items.

Community vote distribution

B (75%) D (17%) 8%

by  Nasman096 at Oct. 16, 2022, 9:40 p.m.

Comments

  Sam_Sonic Highly Voted  1 year, 4 months ago

Selected Answer: B

Not Order guide, as it is used to order multiple items.
Not record producer, as it is used for incidents and cases in most cases.

 EXAM CSA TOPIC 1 QUESTION 96 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 96

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

Reference:

<https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service-mapping/task/export-patterns.html>

Export patterns

This option creates an update set containing the modified patterns and the related items necessary for the patterns to work. The related items include

- Extension sections
- Tracked files
- Related CI types
- Classification records
- Associated scripts

● Note: Update sets do not include changes in script includes used in patterns.

Community vote distribution

A (100%)

 EXAM CSA TOPIC 1 QUESTION 97 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 97

Topic #: 1

[\[All CSA Questions\]](#)

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

[Show Suggested Answer](#)

by  [anku15](#) at Jan. 20, 2023, 8:51 p.m.

Comments

 [Foodiepanda](#) 5 months, 1 week ago

[Selected Answer: C](#)

It says which Icon for EDIT bit confusing one '
upvoted 1 times

 [PeterK0](#) 5 months, 2 weeks ago

[Selected Answer: C](#)

Accurate correct answer is a pencil within square with round corners
upvoted 1 times

 [anku15](#) 1 year, 5 months ago

This is correct. The answer would be C only, Pencil icon, because the Question says, what icon is used for editing the label.
upvoted 2 times

 [anku15](#) 1 year, 5 months ago

It should be a star icon for favorites.
upvoted 1 times

 [amit_p](#) 11 months ago

That's correct. But the question says "Change the label" means "edit" hence the pencil icon is correct answer for this question.

EXAM CSA TOPIC 1 QUESTION 98 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 98

Topic #: 1

[\[All CSA Questions\]](#)

What needs to be specified, when creating a Business Rule? (Choose four.)

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

[Hide Answer](#)

Suggested Answer: AB~~E~~FG

Reference:

EXAM CSA TOPIC 1 QUESTION 99 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 99

Topic #: 1

[\[All CSA Questions\]](#)

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

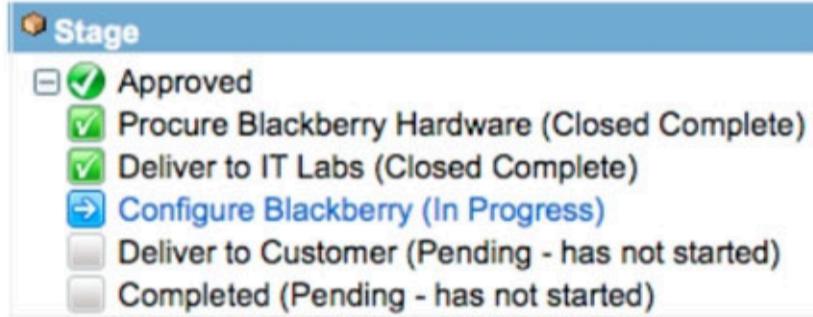
[Hide Answer](#)

Suggested Answer: B

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time

Workflow field



Workflows are not specific to the tasks, but there are task-specific Workflow Activities (such as Task Activities and Approval Activities). For more information, see Workflow Overview.

Community vote distribution

B (80%)

C (20%)

EXAM CSA TOPIC 1 QUESTION 100 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 100

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- E. Apply filter, right click on column header, select Create Report

[Hide Answer](#)

Suggested Answer: *B*

Reference:

https://ut.service-now.com/sp?id=kb_article&number=KB0014148

To Run a Report from List View:

1. Open the list view of the items you would like to report on (Incidents, Requests, Knowledge Articles, etc.)
2. Use the gear on the top left corner of the list to set your desired column headers
3. Use the blue filter icon to further refine your list view using “and/or” logic
4. Once the list is labeled and filtered to meet your needs, right click on any column header
5. Select **Bar Chart** or **Pie Chart** to generate a visual report; use the icon on the top right corner of the chart to export as an image file
6. Select **Export** and click on the file type you prefer to download (i.e., Excel, CSV or PDF)

Community vote distribution

D (100%)

by  [Rwin0001](#) at Jan. 27, 2022, 2:51 p.m.

Comments

  [Rwin0001](#) Highly Voted 2 years, 5 months ago

Shouldn't this answer be D then?

upvoted 14 times

 EXAM CSA TOPIC 1 QUESTION 101 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 101

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted

C. Mapping Assist

D. Mapping Dashboard

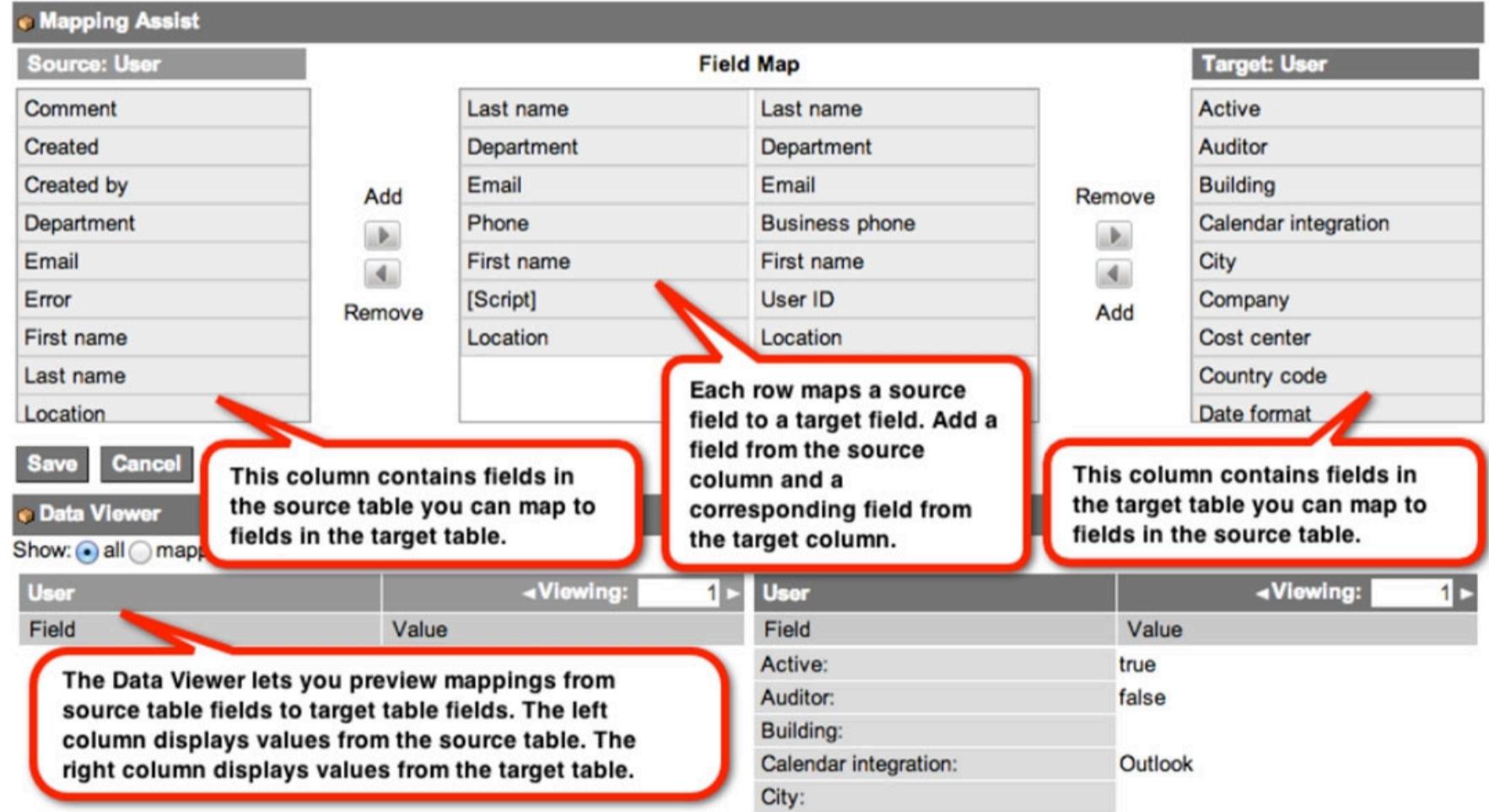
[Hide Answer](#)

Suggested Answer: B

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_MappingOptions.html

Mapping assist



The screenshot shows the ServiceNow Mapping Assist interface. It consists of three main sections: Source, Field Map, and Target.

- Source: User** (Left): A list of fields from the source table, including Comment, Created, Created by, Department, Email, Error, First name, Last name, and Location. There are "Add" and "Remove" buttons between the Source and Field Map sections.
- Field Map** (Center): A grid where source fields are mapped to target fields. The columns are labeled "Source" and "Target".

Source	Target
Last name	Last name
Department	Department
Email	Email
Phone	Business phone
First name	First name
[Script]	User ID
Location	Location
- Target: User** (Right): A list of fields from the target table, including Active, Auditor, Building, Calendar integration, City, Company, Cost center, Country code, and Date format. There are "Remove" and "Add" buttons between the Field Map and Target sections.

Annotations with red boxes explain the interface:

- This column contains fields in the source table you can map to fields in the target table.** Points to the Source column of the Field Map table.
- Each row maps a source field to a target field. Add a field from the source column and a corresponding field from the target column.** Points to a row in the Field Map table.
- This column contains fields in the target table you can map to fields in the source table.** Points to the Target column of the Field Map table.
- The Data Viewer lets you preview mappings from source table fields to target table fields. The left column displays values from the source table. The right column displays values from the target table.** Points to the Data Viewer section at the bottom, which shows a table with columns "Field" and "Value" for both source and target tables.

User	Viewing:
Field	Value

User	Viewing:
Field	Value
Active:	true
Auditor:	false
Building:	
Calendar integration:	Outlook
City:	

EXAM CSA TOPIC 1 QUESTION 102 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 102

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

Reference:

https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260

Community vote distribution

A (100%)

by  YMijoe at Feb. 13, 2023, 7:25 p.m.

Comments

  **Foodiepanda** 5 months, 1 week ago

Selected Answer: A

In many IT environments, Knowledge Management systems or platforms, like Knowledge in ServiceNow, are used to store and organize internal documentation, scripts, and FAQs for easy access by IT employees. ServiceNow Wiki (option B) is also a plausible choice, as it is often used for documentation within the ServiceNow platform. However, without specific details about your organization's setup, "Knowledge" is a general term for this type of documentation repository.

upvoted 1 times

  **GilSATx** 6 months, 3 weeks ago

Selected Answer: A

Knowledge A.

upvoted 1 times

  **YMijoe** 1 year, 4 months ago

EXAM CSA TOPIC 1 QUESTION 103 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 103

Topic #: 1

[\[All CSA Questions\]](#)

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. Most Voted
- 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.

[Hide Answer](#)

Suggested Answer: E

Reference:

https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171

Steps to Reproduce

1. Login any Instance with List v3 plugin active.
2. Set the user session time zone to Europe/Dublin.
3. Create a field on the incident form of type Date (Not Date/Time).
4. Select a value in this field and save the incident form.
5. Go to problem and under the related list of problem attach this incident.
6. Personalize the related list (make sure it is V3) to display this newly created field.
7. Edit the date values for example to 26 April 2018.
8. Notice that in the Summer time from last Sunday of March till Last Sunday of October the date is not in sync with what chosen.
9. The issue is happening in Time Zones which are UTC+0.

Community vote distribution

B (75%) 13% 13%

by  [Remo878](#) at Feb. 3, 2022, 8:35 p.m.

Comments

  [Remo878](#) Highly Voted 2 years, 5 months ago

 EXAM CSA TOPIC 1 QUESTION 104 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 104

Topic #: 1

[\[All CSA Questions\]](#)

What are three security modules often used by the System Administrator? (Choose three.)

A. System Properties > Security Most Voted

B. Utilities > Migrate Security

C. System Security > Security

D. Self-Service > My Access

E. System Security > Access Control (ACL) Most Voted

F. Password Management > Security Questions

G. System Security > High Security Settings Most Voted

[Hide Answer](#)

Suggested Answer: AEG

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_GeneralSecuritySettings.html

com.glide.attachment.max_size

Sets the maximum file attachment size in megabytes.

glide.attachment.role

Lists the roles (comma-separated) that can create attachments.

glide.attachment.extensions

Lists the file extensions (comma-separated) that can be attached to documents via the attachment dialog. Extensions should not include the dot (.). For example, xls, xlsx, doc, docx. Leave blank to allow all extensions.

Community vote distribution

AEG (86%)

14%

by  [Mohammedhz](#) at April 18, 2022, 2:10 p.m.

Comments

 EXAM CSA TOPIC 1 QUESTION 105 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 105

Topic #: 1

[\[All CSA Questions\]](#)

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.

[Show Suggested Answer](#)

by  [trye_indicators](#) at July 2, 2022, 11:15 p.m.

Comments

  [MattMeyer2022](#)  1 year, 11 months ago

[Selected Answer: CDF](#)

The correct answers are C, D and F

FYI -- Answer E is wrong. I don't think there is something called a Testing Update set, and if there is, there is no need to use it when testing a catalog item.

upvoted 9 times

  [PLiza2](#)  1 year, 6 months ago

A is for sure one of the correct answers. Can't test the flow without Activating it. Just follow the steps in the lab 4.3 of SN Administration Fundamentals course e-book.

Also C, is correct based on the steps in the LAB. D makes sense since there is Manager approval involved. B - there is no such thing as Instance Incognito Mode, E - there is no Testing Update Set

upvoted 8 times

  [naab143](#)  2 months ago

The best practices to follow when testing a catalog item with a manager approval flow are:

- A. Make sure the latest flows are activated.

Ensuring that the latest approval flows are activated helps ensure that any recent changes or updates to the approval process are reflected in the testing.

- C. Impersonate the requester to ensure the form works.

EXAM CSA TOPIC 1 QUESTION 106 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 106

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted

[Hide Answer](#)

Suggested Answer: E

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

By default, data policies are applied to all GlideRecord operations including those used in Scripted REST APIs, and the REST Table API. You can opt out of applying the data policy to:

- Target records of SOAP web services
- Import sets
- Client-side UI policies

The admin role is required to edit data policies.

Note: Defining a data policy enforces the policy when a record is submitted from the UI. This behavior cannot be changed.

Community vote distribution

E (100%)

by  [mrnow](#) at Jan. 30, 2023, 2:54 a.m.

Comments

 [6d50eb7](#) 6 months, 4 weeks ago

EXAM CSA TOPIC 1 QUESTION 107 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 107

Topic #: 1

[\[All CSA Questions\]](#)

When moving multiple update sets at one time, what might you do to facilitate the move?

A. Batch Most Voted

B. Verify

C. Test

D. Preview

[Hide Answer](#)

Suggested Answer: D

Reference:

<https://www.servicenowelite.com/blog/2016/8/7/update-sets>

Development Instance

1. Create an update set on the development instance.
2. Make customizations and changes on the development instance.
3. Mark the update set as Complete.

Test Instance

1. Log in to the test instance and retrieve the completed update set from the development instance.
2. Commit the update set on the test instance, and test customizations thoroughly.
3. If the update set has problems in the test instance, repeat the steps with development instance with another update set.

Community vote distribution

A (100%)

by  bagoly at Sept. 16, 2022, 7:27 p.m.

EXAM CSA TOPIC 1 QUESTION 108 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 108

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- D. security_admin

[Hide Answer](#)

Suggested Answer: C

Reference:

<https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20control,object%20and%20operation%20being%20secured>

An ACL can effect data security:

- A field visible/not visible
- A field is readonly/not readonly
- A record can be deleted/not deleted
- A user can/can't create a record
- Etc

Community vote distribution

C (100%)

by  Nasman096 at Oct. 16, 2022, 10:12 p.m.

Comments

 EXAM CSA TOPIC 1 QUESTION 109 DISCUSSION

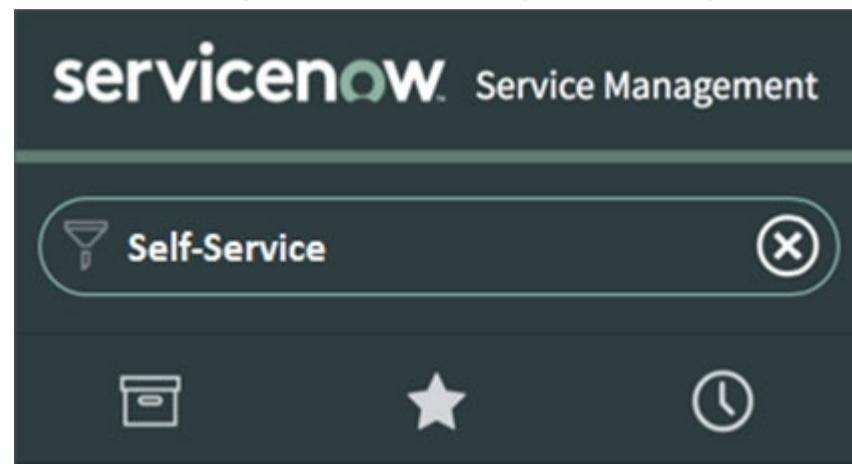
Actual exam question from ServiceNow's CSA

Question #: 109

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: C

Reference:

<https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-navigator-tasks.html>

Community vote distribution

C (67%)

D (33%)

by  [difesaso14](#) at May 23, 2022, 11:06 p.m.

Comments

 [38d386e](#) 5 months ago

C is the answer
upvoted 1 times

 [GoldBear](#) 7 months, 3 weeks ago

EXAM CSA TOPIC 1 QUESTION 110 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 110

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: C

Reference:

<https://infocenter.io/servicenow-cmdb-implementation/>

Configuration Management Process Owner

This role is filled by our client and is the Single Point of Contact for **Infocenter** for all Configuration Management issues. The Configuration Management Process Owner's primary objective is to own and maintain the Configuration Management process. The role of the Process Owner is usually a senior manager with the ability and authority to ensure the process is rolled out, adhered to and used by all stakeholders.

Community vote distribution

C (100%)

by  [Mohammedhz](#) at April 18, 2022, 2:17 p.m.

Comments

  [GilSATx](#) 6 months, 3 weeks ago

Selected Answer: C

C configuration item
upvoted 1 times

EXAM CSA TOPIC 1 QUESTION 111 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 111

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- 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

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

B (100%)

by  ANCANC at Jan. 25, 2022, 10:14 p.m.

Comments

  **sithupraj** Highly Voted 7 months, 3 weeks ago

Am totally confused, is this the real answers for the exam? Can some one pls correct it if its a wrong answer given by verifying snow documents
upvoted 7 times

  **naab143** Most Recent 2 months ago

The method that best fulfills the requirement of making a new service catalog item visible only to managers inside the HR Department is:

B. Add the Department Manager group to the catalog item's user criteria.

By adding the Department Manager group to the catalog item's user criteria, you restrict visibility to only users who are part of that group. This ensures that only managers within the HR Department can see and access the catalog item, fulfilling the requirement accurately.

upvoted 4 times

  **uwbe** 1 year ago

Selected Answer: B

Catalog items are secured using user criteria's in the related links Available For/Not Available For

EXAM CSA TOPIC 1 QUESTION 112 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 112

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by  sephereth at July 10, 2022, 5:43 a.m.

Comments

  **sexyney** 6 days ago

clearly A" is the answer
upvoted 1 times

  **MattMeyer2022** 1 year, 11 months ago

Selected Answer: A
AND is for satisfying both
upvoted 2 times

  **sephereth** 2 years ago

Selected Answer: A
"AND" is correct, is used coz u need to meet both conditions

EXAM CSA TOPIC 1 QUESTION 113 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 113

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: E

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/contextual-security/concept/acl-rule-types.html>

Field ACL rules

After a user passes a table ACL rule, field ACL rules are processed in the following order:

1. Match the table and field name. For example, incident.number.
2. Match the parent table and field name. For example, task.number.
3. Match any table (*) and field name. For example, *.number.
4. Match the table and any field (*). For example, incident.*.
5. Match the parent table and any field (*). For example, task.*.
6. Match any table (*) and any field (*). For example, *.*.

Community vote distribution

E (100%)

EXAM CSA TOPIC 1 QUESTION 114 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 114

Topic #: 1

[\[All CSA Questions\]](#)

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. Most Voted
- 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.

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

B (100%)

by  [bagoly](#) at Sept. 19, 2022, 7:57 a.m.

Comments

✉  [bagoly](#) Highly Voted  1 year, 9 months ago

Selected Answer: B

I don't get it, why the answer C is, why should be a parent-child relationship established? I've tested it, the catalog item can be added to both catalogs.

upvoted 9 times

✉  [foolishsoul4556](#) 1 year, 9 months ago

I agree with you are saying, what is the point in creating parent catalog? When the two individual catalogs might have other purposes than this one situation.

upvoted 4 times

✉  [foolishsoul4556](#) Highly Voted  1 year, 9 months ago

Selected Answer: B

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EXAM CSA TOPIC 1 QUESTION 115 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 115

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- C. Use System Administration > Normal Security module
- D. Select Global Update Set
- E. End Impersonation

[Hide Answer](#)

Suggested Answer: B

Reference:

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

Security Warning notification

Security Warning

Your submission token does not match your session token. This occurs when:

- You are performing an action
- Your session has expired
- High security plugin is enabled (with CSRF protection)

Click "Continue" to proceed with your action

[Continue](#)

Community vote distribution

B (100%)



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📄 EXAM CSA TOPIC 1 QUESTION 116 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 116

Topic #: 1

[\[All CSA Questions\]](#)

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

A. Reference Most Voted

B. Verity

C. Options

D. Selections

E. Dot walk

F. Lookup

[Hide Answer](#)

Suggested Answer: F

Reference:

<https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f239#:~:text=A%20lookup%20field%20can%20display,order%20in%20the%20Orders%20table>

Community vote distribution

A (87%)

9%

by bb369 at Jan. 2, 2022, 3:20 a.m.

Comments

✉ **bb369** Highly Voted 2 years, 6 months ago

Answer is A: Reference

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/reference/r_FieldTypes.html
upvoted 10 times

✉ **Barkles** Highly Voted 2 years, 6 months ago

Selected Answer: A

Answer is A https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/field-administration/concept/c_ReferenceField.html
upvoted 5 times



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EXAM CSA TOPIC 1 QUESTION 117 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 117

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/concept/getting-started-process-automation.html>

ServiceNow Process Automation applications help you digitize, visualize, and manage the cross-enterprise workflows for your business. Digitizing your business processes with Process Automation applications gives you these benefits:

- Management of process compliance
- Ownership of continual process improvement
- Collaboration across divisions and departments
- Visibility into process outcomes

Community vote distribution

A (100%)

by evoken at Feb. 25, 2023, 6:09 a.m.

Comments

tonystark01 10 months, 3 weeks ago

Workflow editor is also an option but it does not comes under Process automation application.
upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 118 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 118

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- C. Performance Analytics > Reports
- D. Self-Service > Reports
- E. Reports > Create New Most Voted

[Hide Answer](#)

Suggested Answer: E

Reference:

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

Select a table

Some of the most common tables to create a report on are:

- Change Request (change_request)
- Enhancement (rm_enhancement)
- Incident (incident)
- Project (pm_project)
- Request (sc_request)
- Requested Item (sc_req_item)
- Task (task)

Community vote distribution

E (60%)

B (40%)

by [Markster](#) at June 2, 2022, 4:51 p.m.

Comments

✉ [gedgy](#) 1 week, 6 days ago

[Selected Answer: E](#)



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EXAM CSA TOPIC 1 QUESTION 119 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 119

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier->



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EXAM CSA TOPIC 1 QUESTION 120 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 120

Topic #: 1

[\[All CSA Questions\]](#)

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

A. Run Transform Most Voted

B. Run Import

C. Import Dataset

D. Execute Transform

E. Schedule Transform

[Hide Answer](#)

Suggested Answer: D

Reference:

https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingAFieldMap.html

Field	Description
Map	Transform map that uses this field mapping (populated automatically).
Source table	Table from which the raw import set data is loaded (the source for the transformation). Populated automatically from the transform map.
Source field	Field on the source table to be transformed. Can be blank if the Source table contains only raw data.
<i>Community vote distribution</i>	
A (86%)	7%

by bb369 at Jan. 3, 2022, 1:18 a.m.

Comments

wer3ball 4 months ago



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EXAM CSA TOPIC 1 QUESTION 121 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 121

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: AE

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists.html

Option	Description
To expand or collapse a group	Click the arrow (►) next to the group name.
To expand or collapse all groups	Click the arrow at the top of the list.
To open the full list for a group	Click the group name.
To see all records for a given group	Open the full list.

Community vote distribution

AE (100%)

by [trye_indicators](#) at July 3, 2022, 4:13 a.m.

Comments

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EXAM CSA TOPIC 1 QUESTION 122 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 122

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: C

by  [Markster](#) at June 2, 2022, 5:18 p.m.

Comments

  **CB528** 8 months, 3 weeks ago

its called sidebar in Utah release
upvoted 3 times

  **[Removed]** 9 months, 2 weeks ago

In Next Experience it is now called sidebar discussions. But on older versions, yeah, it would be connect chat
upvoted 3 times

  **Markster** 2 years, 1 month ago

Important: Connect is not supported in Next Experience. If you turn on Next Experience, Connect functionality will no longer work. See Next Experience. https://docs.servicenow.com/en-US/bundle/sandiego-servicenow-platform/page/use/collaboration/concept/c_Connect.html
upvoted 4 times



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Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 123 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 123

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- D. Cannot Write
- E. Read Only

[Hide Answer](#)

Suggested Answer: C

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

Community vote distribution

C (80%)

D (20%)

by Faithye at Nov. 8, 2022, 4:50 p.m.

Comments

PeterK0 5 months, 1 week ago

for some reason in both work and personal development instances i have only can contribute and can read tabs... is there any way to reveal the other options or they are not available since tokyo version ?

upvoted 2 times

NunoOSilva 11 months, 1 week ago

Selected Answer: C

User criteria definitions

User criteria Result

Cannot Contribute Cannot contribute (that is can't create, modify, or retire) knowledge articles within a knowledge base. The Cannot Contribute user criteria is available only for knowledge bases.

Can Contribute Can contribute (that is can view, create, modify, or retire) knowledge articles within a knowledge base. The Can Contribute user criteria is available only for knowledge bases.

Cannot Read

At the knowledge base level, cannot view knowledge articles within a knowledge base.



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Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 124 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 124

Topic #: 1

[\[All CSA Questions\]](#)

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

A. List Editor Most Voted

B. Field Update Action

C. Bulk Record Update

D. Data Remediation Dashboard

E. Update Selected Action Most Voted

[Hide Answer](#)

Suggested Answer: AB

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/task/t_EditMultRecUsingListEditor.html

Community vote distribution

AE (94%)

6%

by bb369 at Jan. 2, 2022, 11:02 p.m.

Comments

bb369 Highly Voted 2 years, 6 months ago

Isn't answer AE?

upvoted 11 times

Bog2022 Highly Voted 2 years, 1 month ago

Selected Answer: AE

I'm voting AE

upvoted 5 times

naab143 Most Recent 2 months ago

A. List Editor

E. Update Selected Action

Both the List Editor and Update Selected Action functionalities in ServiceNow enable users to update multiple records simultaneously. The List



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Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 125 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 125

Topic #: 1

[\[All CSA Questions\]](#)

Categories in the knowledge base, by default, can be created and edited by which knowledge workers? (Choose two.)

- A. Knowledge Authors
- B. Knowledge Contributors Most Voted
- C. Knowledge Controller
- D. Knowledge Managers Most Voted
- E. Knowledge Category Managers
- F. Knowledge Submitters
- G. Knowledge Owners
- H. Knowledge Taxonomy Owner

[Hide Answer](#)

Suggested Answer: BD

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_DefineAKnowledgeCategory.html#:~:text=In%20addition%20to%20using%20categories,categories%20when%20editing%20an%20article

Community vote distribution

BD (100%)

by [trye_indicators](#) at July 3, 2022, 4:32 a.m.

Comments

MACCA81 4 months, 1 week ago

I think this question is incorrect. There's really only one correct answer and it's D. In the SN Administration Fundamentals - Vancouver, page 224 there's a Knowledge Management RACI Chart at the bottom of the page. In there the Action called Modify Knowledge Base: Categories, article validity, icon, workflow, etc - This action can be performed only by the admin, knowledge_admin and knowledge_manager. Knowledge Author, Knowledge Controller, Knowledge Category Manager, Knowledge Submitters, Knowledge Owners and Knowledge Taxonomy Owner, are not SN knowledge roles at all, based on the RACI. They're not mentioned there. Knowledge Contributor - as per the RACI - can create, update, modify, and view knowledge ARTICLES, but has NO permissions to modify Knowledge Categories as the question here asks. Hence really only Admin, Knowledge Admin and Knowledge Manager can modify a knowledge Category, and of the 3 only Knowledge Manager exists in the answer choices.



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📄 EXAM CSA TOPIC 1 QUESTION 126 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 126

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: E

Reference:

<https://itsm.ucsf.edu/servicenow-connect-chat>

Community vote distribution

D (100%)

by [Ilovetests](#) at Oct. 9, 2022, 8:39 p.m.

Comments

✉ **chicocheco** Highly Voted 1 year, 2 months ago

Outdated. Replaced by Sidebar chat.

upvoted 10 times

✉ **Ilovetests** Highly Voted 1 year, 9 months ago

This is outdated. Connect Chat is going away and can't be used with the Next Experience Unified Navigation starting with SanDiego
upvoted 5 times

✉ **naab143** Most Recent 2 months ago

E. Connect Chat
upvoted 1 times

✉ **Mihaf92** 9 months, 2 weeks ago

it is E



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📄 EXAM CSA TOPIC 1 QUESTION 127 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 127

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted

B. Dictionary Most Voted

C. Data Class Manager

D. Dictionary Dashboard

E. Database View

F. Schema

[Hide Answer](#)

Suggested Answer: AF

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_TableAdministration.html

Community vote distribution

AB (100%)

by [ANCANC](#) at Jan. 26, 2022, 10:38 a.m.

Comments

✉ **Bog2022** Highly Voted 2 years, 1 month ago

Selected Answer: AB

Schema is not a module

upvoted 10 times

✉ **Sarvisetti** Most Recent 6 months, 1 week ago

AB is correct as there is no module named as Schema

upvoted 1 times

✉ **GoldBear** 7 months, 3 weeks ago

Selected Answer: AB

The details for fields are viewed using "Tables and Columns" or Dictionary modules.



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📄 EXAM CSA TOPIC 1 QUESTION 128 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 128

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- D. Application-based trigger
- E. Updated-date trigger

[Hide Answer](#)

Suggested Answer: E

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/reference/flow-triggers.html>

Community vote distribution

C (96%) 4%

by [mona_hmm](#) at Jan. 13, 2022, 7:10 p.m.

Comments

✉ [mona_hmm](#) Highly Voted 2 years, 5 months ago

Selected Answer: C

I think it is "Record-based Trigger", at the beginning of the article: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/reference/flow-triggers.html>

it is mentioned the following:

"Use record triggers to start a flow when a record is created or updated".

upvoted 7 times

✉ [sithupraji](#) Most Recent 7 months, 1 week ago

Use record triggers to start a flow when a record is created or updated.

upvoted 1 times

✉ [sithupraji](#) 7 months, 3 weeks ago

Answer C



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EXAM CSA TOPIC 1 QUESTION 129 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 129

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: B

Reference:

https://community.servicenow.com/community?id=community_question&sys_id=d195d21adbd6d414a08a1ea668961993

Community vote distribution

B (100%)

by sephereth at July 9, 2022, 7:37 a.m.

Comments

ba14741 3 months, 3 weeks ago

Selected Answer: B

true/false

upvoted 1 times

Level 4 months, 3 weeks ago

Selected Answer: B

TRUE/FALSE

upvoted 1 times

GilSATx 6 months, 3 weeks ago

Selected Answer: B

TRUE/FALSE



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📄 EXAM CSA TOPIC 1 QUESTION 130 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 130

Topic #: 1

[\[All CSA Questions\]](#)

Which module is used to access the knowledge bases which are available to you?

- A. Knowledge > Home
- B. Self Service > Knowledge Most Voted
- C. Knowledge > All
- D. Knowledge > Knowledge Bases
- E. Knowledge > Overview

[Hide Answer](#)

Suggested Answer: D

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html>

Community vote distribution

B (100%)

by [ANCANC](#) at Jan. 26, 2022, 10:56 a.m.

Comments

✉ [Ibeauo](#) Highly Voted 1 year, 5 months ago

Selected Answer: B

I vote for B! I have checked on my Developer Instance, answer D is not correct, because

Knowledge > Knowledge Base

doesn't exist, like OtterSpace has mentioned, available is

Knowledge > Administration > Knowledge Bases (yes, plural)

upvoted 5 times

✉ [Certs_Hub](#) Most Recent 6 months, 2 weeks ago

Self service > Knowledge is the correct answer.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 131 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 131

Topic #: 1

[\[All CSA Questions\]](#)

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

[Show Suggested Answer](#)

by ANCANC at Jan. 26, 2022, 11:34 a.m.

Comments

gedgy 1 month, 3 weeks ago

[Selected Answer: D](#)

In short UI policies are frontend and data policies are backend.

upvoted 1 times

PeterKO 5 months, 1 week ago

[Selected Answer: D](#)

Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions.

That's why the correct answer is D.

upvoted 1 times

CodingAmo 5 months, 2 weeks ago

[Selected Answer: F](#)

The second requirement says "on Insert". You can insert data from outside sources, not just on the form. So you need a data policy to do that.

upvoted 2 times

 **rcn8278** 10 months ago

Correct answer is F
upvoted 1 times

 **tonystark01** 10 months, 4 weeks ago

Data policies enable you to enforce data consistency by setting mandatory and read-only states for fields.

Data policies are similar to UI policies, but UI policies only apply to data entered on a form through the standard browser. Data policies can apply rules to all data entered into the system, including data brought in through import sets or web services and data entered through the mobile UI.
upvoted 2 times

 **Desired** 1 year ago

Selected Answer: F

It should be Data policy. The UI Policy is only applied on data on a form.
upvoted 1 times

 **Mahe12** 1 year ago

Its UI Policy. Read the question carefully.
Making fields to Read-only and mandatory comes under UI Policy
upvoted 2 times

 **RogerW** 8 months, 3 weeks ago

Since the rule is applied always it should be Data Policy. If the rule is in certain circumstances, such as when another field is enabled, then it would be UI Policy.

upvoted 1 times

 **gedgy** 2 weeks ago

RogerW - UI Policy is not applied always?
upvoted 1 times

 **Melli1972** 1 year, 4 months ago

Selected Answer: F

I went for F also. UI Policy is only for data on forms.
upvoted 1 times

 **Oluwalana54** 1 year, 5 months ago

Selected Answer: F

UI policy is for data on forms; Data Policy is for all data input into SNOW
upvoted 1 times

 **Spiderman5000** 1 year, 6 months ago

Selected Answer: F

"F" is the correct answer since it applies to all forms of inputting data: load data, REST-API, UI form input, etc.
"D" is valid only for UI form input. As an administrator, if you only do "D", then you have not done a complete job.
upvoted 1 times

 **Ghouse1** 1 year, 9 months ago

For example, you can use UI policies to make the number field on a form read-only, make the short description field mandatory, and hide other fields. Basic UI policies do not require any scripting, however for more advanced actions, use the Run scripts option.
upvoted 1 times

 **2zackattack2** 1 year, 10 months ago

D, UI Policy since the question is talking about lists and forms. Data Policy is used on import sets to enforce Data Policy rules on import set fields, making them mandatory or read only.
upvoted 3 times

 **Bayoubeot** 1 year, 11 months ago

Selected Answer: F

Data Policy
upvoted 1 times

 **Vinnyzworld** 1 year, 12 months ago

Selected Answer: F

Data Policy
upvoted 1 times

 **ardap** 2 years, 1 month ago

Selected Answer: F

https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html
upvoted 2 times

 **George_Ch** 2 years, 1 month ago

Selected Answer: F

I suggest F
upvoted 1 times

 **Rwin001** 2 years, 5 months ago

Data policies enable you to enforce data consistency by setting mandatory and read-only states for fields.
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

Answer: F
upvoted 1 times

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📄 EXAM CSA TOPIC 1 QUESTION 132 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 132

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

F (94%) 6%

by [Markster](#) at June 16, 2022, 4:24 p.m.

Comments

✉ [Dela803](#) Highly Voted 1 year, 9 months ago

Answer is F.

Fulfiller/Process Users have random paths and workflows in the platform and have one or more roles, including itil and approver_user roles. They can access all functionality based on assigned roles.

upvoted 6 times

✉ [ddiggler](#) Most Recent 4 months ago

F. Process Users have clearly defined paths and workflows in the platform and have one or more roles, including the itil and approver_user roles. They can access all functionality based on assigned roles.

upvoted 2 times

✉ [CodingAmo](#) 5 months, 2 weeks ago

Selected Answer: F

The Approving manager doesn't have to have any roles.

upvoted 1 times

 **ThuHall** 10 months, 3 weeks ago

Selected Answer: F

Process User

upvoted 1 times

 **LovMi21** 11 months, 4 weeks ago

Selected Answer: D

<https://docs.servicenow.com/bundle/utah-now-intelligence/page/use/dashboards/task/request-bi-service.html>

upvoted 1 times

 **EAMTL** 1 year, 6 months ago

Selected Answer: F

F according to SNAF Tokyo doc - page 74

upvoted 3 times

 **bagoly** 1 year, 9 months ago

Selected Answer: F

F is correct

upvoted 3 times

 **mitashki** 2 years ago

Selected Answer: F

F is corrent

upvoted 4 times

 **Markster** 2 years ago

Selected Answer: F

F is correct according to SN Fundamentals Doc

upvoted 4 times

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📄 EXAM CSA TOPIC 1 QUESTION 133 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 133

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: C

Reference:

<https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/reference/customizing-instance-appearance.html>

Community vote distribution

C (100%)

by [Mohammedhz](#) at April 18, 2022, 2:58 p.m.

Comments

✉ **naab143** 2 months ago

D. System Properties > Branding
upvoted 1 times

✉ **GilSATx** 6 months, 3 weeks ago

Selected Answer: C
U16!! C
upvoted 1 times

✉ **YMijoe** 1 year, 4 months ago

Selected Answer: C
I agree that "System Properties > Basic Configuration UI16" is correct



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EXAM CSA TOPIC 1 QUESTION 134 DISCUSSION



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📄 EXAM CSA TOPIC 1 QUESTION 135 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 135

Topic #: 1

[\[All CSA Questions\]](#)

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

A. Coalesce Data

B. Transform Data

C. Import Data

D. Load Data Most Voted

[Hide Answer](#)

Suggested Answer: C

Reference:

https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html

Community vote distribution

D (100%)

by bb369 at Jan. 3, 2022, 1:44 a.m.

Comments

✉ Spiderman5000 Highly Voted 1 year, 6 months ago

Selected Answer: D

Type "Import Data" in the All menu. Nothing. Type "Load Data" in the All menu, bingo!
upvoted 18 times

✉ WUPHF 1 year, 1 month ago

I love how clear you are!
upvoted 4 times

✉ ElifSurucu Most Recent 2 days, 10 hours ago

Selected Answer: D

1. Load data into a staging table
 2. Create a Transform Map
 3. Run a Transform to move data from the staging table to the target table
 4. Check the data integrity
- upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 136 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 136

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

[Hide Answer](#)

Suggested Answer: C

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r_orchestration-introduction.html

Community vote distribution

B (81%) D (19%)

by ashka at Dec. 28, 2021, 11:16 p.m.

Comments

✉ **Cooper96** Highly Voted 1 year, 6 months ago

Sorry for asking, but wondering why the rate of wrong answers are so high? It's pretty confusing showing totally wrong answers.
upvoted 21 times

✉ **tangoalpha** 1 year, 1 month ago

I believe this is due to the updates between versions, but I would also like a better explanation
upvoted 3 times

✉ **Barkles** Highly Voted 2 years, 6 months ago

Selected Answer: B

Flow designer
upvoted 8 times

✉ **benarji** Most Recent 4 days, 18 hours ago



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📄 EXAM CSA TOPIC 1 QUESTION 137 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 137

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- E. Launch a NowChat window

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

D (100%)

by Barkles at Jan. 5, 2022, 5:48 p.m.

Comments

✉ **George_Ch** Highly Voted 2 years, 1 month ago

Selected Answer: D

Someone is joking right?

upvoted 19 times

✉ **andresnow** Highly Voted 1 year, 4 months ago

Wow the amount of questions that are wrong is amazing. Starting to not trust this website at all.

upvoted 11 times

✉ **shub606** Most Recent 1 month, 3 weeks ago

correct answer is D

upvoted 1 times

✉ **3f8d6b1** 5 months ago

Guys, paying > 60 bucks for this, sorry to say, increasing bullshit after Question 80, is simply unacceptable.

upvoted 4 times



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📄 EXAM CSA TOPIC 1 QUESTION 138 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 138

Topic #: 1

[\[All CSA Questions\]](#)

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.

[Most Voted](#)

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.

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

A (100%)

by [Adsilva](#) at Jan. 10, 2022, 7 a.m.

Comments

✉ [Adsilva](#) [Highly Voted](#) 2 years, 6 months ago

[Selected Answer: A](#)

Correct is A

<https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/pa-vs-reporting-pa.html>

upvoted 11 times

✉ [Mohammedhz](#) 2 years, 2 months ago

But that link says 'Performance Analytics is able to generate accurate historical TRENDS by capturing continuous snapshots on a regular schedule.' so wouldn't B also be correct?

upvoted 1 times

✉ [VishalMoon](#) 1 year, 11 months ago

It says that PA can show trends but the option B also says that Reports cannot show trends which can be depending on the data selected

upvoted 1 times

✉ [BrandyD](#) [Most Recent](#) 4 months, 1 week ago



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EXAM CSA TOPIC 1 QUESTION 139 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 139

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- F. Configure Options

[Hide Answer](#)

Suggested Answer: F

Community vote distribution

E (93%) 7%

by [bb369](#) at Jan. 3, 2022, 2:12 a.m.

Comments

GGSFSD 2 weeks, 2 days ago

Selected Answer: E

E is accurate
upvoted 1 times

PCG_Emp 8 months, 2 weeks ago

Selected Answer: E

The key to this question is the 2nd part "Right click on Priority and select what?" When right clicking priority (from a form) options are "Configure Label, Configure Dictionary, Configure Styles, Configure Choices, Show Choice List, Show - 'priority'" .. so .. Show Choice List can be the only correct answer.

upvoted 3 times

tonystark01 10 months, 4 weeks ago



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📄 EXAM CSA TOPIC 1 QUESTION 140 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 140

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANotification.html

Community vote distribution

A (100%)

by YMijoe at Feb. 24, 2023, 3:47 p.m.

Comments

✉ **naab143** 2 months ago

To create a new notification template to notify users affected by network outages at their site in ServiceNow, you would typically use:

B. Administration > Notification Overview

This module provides an overview of all notifications in the system and allows administrators to create, edit, and manage notification templates. From here, you can create a new notification template specifically tailored to notify users affected by network outages.

upvoted 1 times

✉ **PeterKO** 5 months, 1 week ago

Selected Answer: A

I use different path and always remove filter set on the list , but yeah it is A.

upvoted 1 times

Actual exam question from ServiceNow's CSA

Question #: 141

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: D

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flowdesigner_paris_using_flow_variables

Community vote distribution

D (100%)

by  [alokji](#) at July 21, 2023, 4:06 p.m.

Comments

  [GilSATx](#) 6 months, 3 weeks ago

[Selected Answer: D](#)

D DATA PILL

upvoted 1 times

  [alokji](#) 11 months, 3 weeks ago

D is the correct answer

upvoted 1 times

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📄 EXAM CSA TOPIC 1 QUESTION 142 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 142

Topic #: 1

[\[All CSA Questions\]](#)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

A. Group Most Voted

B. Department

C. My reports Most Voted

D. Team

E. Dashboards

F. Global Most Voted

G. Admin

H. Analytics

I. All Most Voted

J. Company

[Hide Answer](#)

Suggested Answer: AEFG

Reference:

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

Community vote distribution

ACFI (100%)

by [Remo878](#) at Feb. 3, 2022, 11:05 p.m.

Comments

[OtterSpace](#) Highly Voted 2 years, 4 months ago

Selected Answer: ACFI

There are only 4 categories in the View/run module my reports, group, global, and all upvoted 12 times

[paultenorio23](#) Most Recent 7 months, 3 weeks ago

Actual exam question from ServiceNow's CSA

Question #: 143

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: D

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSetsKeyConcepts.html

by  [NokoNice](#) at April 3, 2023, 11:30 a.m.

Comments

 [naab143](#) 2 months ago

The tool used to define relationships between fields in an import set table and a target table in ServiceNow is:

D. Transform Map

upvoted 1 times

 [buchibabe](#) 10 months, 1 week ago

D is correct. Page 391 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 1 times

 [NokoNice](#) 1 year, 3 months ago

D is the right answer.

upvoted 1 times

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Actual exam question from ServiceNow's CSA

Question #: 144

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by  [HimanPatel](#) at June 25, 2023, 8:04 a.m.

Comments

 [Level](#) 4 months, 3 weeks ago

[Selected Answer: C](#)

C is correct

upvoted 1 times

 [buchibabe](#) 10 months, 1 week ago

C is correct. page 259 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 1 times

 [HimanPatel](#) 1 year ago

C is correct.

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 145 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 145

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-designer.html#:~:text=the%20following%20components%3A-Flows,a%20particular%20application%20or%20process>

Community vote distribution

A (100%)

by Nasman096 at Oct. 17, 2022, 1:14 a.m.

Comments

GilSATx 6 months, 3 weeks ago

Selected Answer: A

A FLOws

upvoted 1 times

GoldBear 7 months, 3 weeks ago

Selected Answer: A

Flows is the correct answer.

upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 146 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 146

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- C. Context Menu > Configure > Form Design Most Voted
- D. Right click on header > Add > Field
- E. Context Menu > Form > Designer
- F. Right click on header > Configure > UX Dashboard

[Hide Answer](#)

Suggested Answer: BD

Reference:

https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html

Community vote distribution

BC (100%)

by [bagoly](#) at Sept. 16, 2022, 8:34 p.m.

Comments

✉ **jjn9306** 2 months, 3 weeks ago

Selected Answer: BC

The second half of these questions have the majority of answers WRONG

upvoted 1 times

✉ **Susira** 5 months, 1 week ago

BC... Most of the questions got wrong answers
upvoted 1 times

✉ **GoldBear** 7 months, 3 weeks ago

Selected Answer: BC

Form Layout and Form Design are the correct answers.



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EXAM CSA TOPIC 1 QUESTION 147 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 147

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: *B*

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataManagement.html

by RedWater at Sept. 18, 2022, 8:27 p.m.

Comments

tejareddy 1 year, 1 month ago

B correct

upvoted 1 times

NokoNice 1 year, 3 months ago

B is correct

upvoted 1 times

RedWater 1 year, 9 months ago

B is the right answer

upvoted 3 times



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EXAM CSA TOPIC 1 QUESTION 148 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 148

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: B

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html

Community vote distribution

B (100%)

by evoken at Feb. 25, 2023, 7:05 a.m.

Comments

rcn8278 9 months, 4 weeks ago

C is the correct answer.

upvoted 1 times

PinkAndBlack 1 year ago

Selected Answer: B

Check here: https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html

upvoted 3 times

NokoNice 1 year, 3 months ago

B is the correct answer.

upvoted 1 times

anku15 1 year, 3 months ago

C is the correct answer. In ServiceNow, the three-bar icon on a Form header is commonly referred to as the "hamburger menu" icon.

upvoted 2 times

Actual exam question from ServiceNow's CSA

Question #: 149

Topic #: 1

[\[All CSA Questions\]](#)

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]

[Hide Answer](#)

Suggested Answer: B

Reference:

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

Community vote distribution

B (100%)

by  NokoNice at April 2, 2023, 1:09 a.m.

Comments

 **Level** 4 months, 3 weeks ago

Selected Answer: B

B is correct.

upvoted 1 times

 **Foodiepanda** 5 months, 1 week ago

Selected Answer: B

Group [sys_user_group] is correct answer

upvoted 1 times

 **NokoNice** 1 year, 3 months ago

B is the right answer

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 150 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 150

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: C

Reference:

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

Community vote distribution

C (100%)

by Dekoreh at Aug. 24, 2023, 9:03 a.m.

Comments

Level 4 months, 3 weeks ago

Selected Answer: C

UI Actions is right
upvoted 2 times

Dekoreh 10 months, 3 weeks ago

Selected Answer: C

C is correct
upvoted 2 times



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📄 EXAM CSA TOPIC 1 QUESTION 151 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 151

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

Reference:

https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r_HowBusinessRulesWork.html

Community vote distribution

A (80%)

C (20%)

by RedWater at Sept. 18, 2022, 9:08 p.m.

Comments

✉ **benarji** 1 week, 2 days ago

A. Before, After, Display, Async.
upvoted 1 times

✉ **GoldBear** 7 months, 3 weeks ago

Selected Answer: A

A is the correct answer for "timing"
C is the "action" the rule will perform
upvoted 1 times

✉ **Manny1218** 9 months, 2 weeks ago

Selected Answer: A

In the "ServiceNow Administration Fundamentals - Tokyo" booklet, see pages, 438. It states Before, After, Async and Display
upvoted 1 times

✉ **alokji** 1 year ago



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📄 EXAM CSA TOPIC 1 QUESTION 152 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 152

Topic #: 1

[\[All CSA Questions\]](#)

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

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

B. Implementation Spoke

C. DataHub

D. JDBC Connection Most Voted

E. Network Server Most Voted

F. LDAP Connection Most Voted

[Hide Answer](#)

Suggested Answer: ACDF

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_learnv2_importingdata_quebec_data_sources

Community vote distribution

ADEF (100%)

by [Ghouse1](#) at Sept. 24, 2022, 6:40 p.m.

Comments

✉ **GoldBear** 7 months, 3 weeks ago

Selected Answer: ADEF

Data Sources are records in ServiceNow that contain information regarding an Import Set data source. You can import data from a local source (e.g., XML, CSV, Excel) or from a network server by providing a path and authentication information. A data source can come from a file, a Lightweight Directory Access Protocol (LDAP) connection, or a Java Database Connect ivi ty (JDBC) connection.

upvoted 1 times

✉ **Manny1218** 8 months, 3 weeks ago

Selected Answer: ADEF

From the ServiceNow Administration Fundamentals - Tokyo, page 389, it states Local source, Network server, LDAP, and Java (JDBC)

upvoted 3 times

Actual exam question from ServiceNow's CSA

Question #: 153

Topic #: 1

[\[All CSA Questions\]](#)

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

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

[Hide Answer](#)

Suggested Answer: ACE

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_Filters.html

Community vote distribution

ACE (100%)

by  [Philippvs](#) at Nov. 28, 2022, 2:33 p.m.

Comments

  [wer3ball](#) 4 months ago

A C E

https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/common-ui-elements/concept/c_ConditionBuilder.html

upvoted 1 times

  [Philippvs](#) 1 year, 7 months ago

Selected Answer: ACE

https://docs.servicenow.com/en-US/bundle/tokyo-platform-user-interface/page/use/using-lists/concept/c_Filters.html

upvoted 2 times

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📄 EXAM CSA TOPIC 1 QUESTION 154 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 154

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- D. Log out and back in

[Hide Answer](#)

Suggested Answer: D

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html

Community vote distribution

C (78%)

D (22%)

by [Dela803](#) at Sept. 15, 2022, 2:35 p.m.

Comments

✉ **MaDSnow** 1 week, 1 day ago

C. End Impersonation
upvoted 1 times

✉ **ddiggler** 4 months ago

C. You only have to logout and back in if your using Elevated role such as security_admin
upvoted 1 times

✉ **GoldBear** 7 months, 3 weeks ago

Selected Answer: C
End impersonation
upvoted 1 times

✉ **JonesSalkvist** 1 year, 2 months ago

Selected Answer: C
It's end impersonation



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EXAM CSA TOPIC 1 QUESTION 155 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 155

Topic #: 1

[\[All CSA Questions\]](#)

What controls the publishing and retiring process for knowledge articles?

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

[Hide Answer](#)

Suggested Answer: D

Reference:

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

Community vote distribution

D (100%)

by RedWater at Oct. 2, 2022, 7:07 p.m.

Comments

GoldBear 7 months, 3 weeks ago

[Selected Answer: D](#)

https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html
upvoted 1 times

Vishy123 1 year, 6 months ago

D is correct answer
upvoted 1 times

RedWater 1 year, 9 months ago

"The publishing and retirement processes for a knowledge article are controlled by workflows defined for the knowledge base that the article belongs to."
upvoted 3 times



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EXAM CSA TOPIC 1 QUESTION 156 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 156

Topic #: 1

[\[All CSA Questions\]](#)

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

[Hide Answer](#)

Suggested Answer: A

by [timothy_moore](#) at Feb. 21, 2023, 2:28 p.m.

Comments

- timothy_moore** 1 year, 4 months ago
Natural Language Query only exists in Utah release
upvoted 3 times

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EXAM CSA TOPIC 1 QUESTION 157 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 157

Topic #: 1

[\[All CSA Questions\]](#)

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

[Show Suggested Answer](#)

by bagoly at Sept. 19, 2022, 7:53 p.m.

Comments

gedgy 1 month, 2 weeks ago

BDE...I am not sure how C is relevant. Perhaps if it said "One request can have many approvals", meaning the cart had multiple items which required many approvals.

upvoted 1 times

lica09 3 months, 4 weeks ago

Selected Answer: BDE

How C is correct ? i dont understand . and what about option E ? one cart can definitely have many request .

upvoted 2 times

san85 7 months, 3 weeks ago

Selected Answer: BCD

BCD is correct

upvoted 1 times

lica09 3 months, 4 weeks ago

Please provide ref link ?

upvoted 2 times

GoldBear 7 months, 3 weeks ago

Selected Answer: BCD



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EXAM CSA TOPIC 1 QUESTION 158 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 158

Topic #: 1

[\[All CSA Questions\]](#)

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

A. Operator Most Voted

B. Filter Criteria

C. Operation

D. Match Criteria

[Hide Answer](#)

Suggested Answer: C

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c_ConditionBuilder.html

Community vote distribution

A (100%)

by [Dela803](#) at Sept. 15, 2022, 10:01 a.m.

Comments

[Dela803](#) Highly Voted 1 year, 9 months ago

Answer is A. Operator is a choice list based on the field type. For example: is, is not, is one of, greater than, is different, is empty string, on, after, starts with etc
upvoted 9 times

[luishualipa](#) Most Recent 3 months ago

Hi, So correct answer for exam is C, but the correct answer is A, right??
upvoted 1 times

[ddiggler](#) 4 months ago

The incorrect answers are frustrating. This is just blatant.
upvoted 1 times

[BrandyD](#) 4 months, 1 week ago

Its A - Operator . See - https://docs.servicenow.com/bundle/washingtondc-platform-user-interface/page/use/common-ui-elements/concept/c_ConditionBuilder.html



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EXAM CSA TOPIC 1 QUESTION 159 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 159

Topic #: 1

[\[All CSA Questions\]](#)

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

[Show Suggested Answer](#)

by [daniuja](#) at Sept. 10, 2022, 8:32 a.m.

Comments

[daniuja](#) Highly Voted 1 year, 10 months ago

Selected Answer: A

A - is the correct answer according to SN fundamentals training. "A role is a collection of permissions in the Now platform".
upvoted 10 times

[Dela803](#) Highly Voted 1 year, 9 months ago

Answer is A.
A Role is a collection of permissions in the now platform to grant access to applications and other parts of the platform.
upvoted 6 times

[GoldBear](#) Most Recent 7 months, 3 weeks ago

Selected Answer: A

SNAF - page 76 "A role is a collection of permissions."
upvoted 1 times

[val7223](#) 1 year ago

Selected Answer: A

A Role is defined as what?
A. A collection of permissions

The response is A , update the questionnaire.please
upvoted 1 times

[Vishy123](#) 1 year, 6 months ago



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EXAM CSA TOPIC 1 QUESTION 160 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 160

Topic #: 1

[\[All CSA Questions\]](#)

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 Most Voted
- E. User session has timed out

[Hide Answer](#)

Suggested Answer: E

Community vote distribution

D (58%)

E (42%)

by RedWater at Oct. 2, 2022, 7:14 p.m.

Comments

ddiggler 4 months ago

D is correct

upvoted 1 times

ddiggler 4 months ago

There would most likely be an error displayed indicating the user session did timeout.

upvoted 1 times

tp_nah 5 months, 1 week ago

D is correct

upvoted 1 times

GoldBear 7 months, 3 weeks ago

Selected Answer: D

D is the closest thing to a correct answer.



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📄 EXAM CSA TOPIC 1 QUESTION 161 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 161

Topic #: 1

[\[All CSA Questions\]](#)

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

- A. Scenario Dashboard
- B. CI Use Case Modeler
- C. CMDB Use Case Modeler
- D. Common Service Data Model (CSDM) product view

[Hide Answer](#)

Suggested Answer: D

Reference:

<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdm-implementation/reference/cmdb-use-case.html>

Community vote distribution

D (100%)

by **FOJ** at March 4, 2023, 2 p.m.

Comments

FOJ 1 year, 4 months ago

[Selected Answer: D](#)

Common Service Data Model (CSDM) product view is the resource used to view details of the tables and configuration items (CIs) associated with a particular use case in ServiceNow. The CSDM provides a framework for organizing, defining, and visualizing an organization's services and related data. It helps to provide a common language and structure to facilitate communication between IT and business stakeholders, as well as to ensure that data is consistent and accurate across the organization.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 162 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 162

Topic #: 1

[\[All CSA Questions\]](#)

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics**
- E. Key Performance Indicators

[Hide Answer](#)

Suggested Answer: D

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c_ForecastingData.html

Community vote distribution

D (80%)

B (20%)

by Kev06 at July 30, 2023, 1:39 a.m.

Comments

benarji 1 week, 2 days ago

D. Monthly numbers trended over time, and forecasted into the future can be reached only via Performance Analytics.
upvoted 1 times

oswaldorusb 3 months, 2 weeks ago

Selected Answer: D

D is correct. PA
upvoted 1 times

f5003a6 3 months, 2 weeks ago

Selected Answer: D

Monthly numbers trended over time, and forecasted into the future can be reached only via Performance Analytics.



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EXAM CSA TOPIC 1 QUESTION 163 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 163

Topic #: 1

[\[All CSA Questions\]](#)

What are advantages of using Flow Designer? (Choose three.)

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

[Hide Answer](#)

Suggested Answer: ADE

Community vote distribution

CDE (100%)

by [Dela803](#) at Sept. 15, 2022, 10:18 a.m.

Comments

Dela803 [Highly Voted] 1 year, 10 months ago

Correct answer is C, D & E

upvoted 6 times

morbidmama [Most Recent] 2 months ago

<https://www.servicenow.com/community/workflow-automation-forum/what-are-advantages-of-using-flow-designer/td-p/2760662>
upvoted 1 times

BrandyD 4 months, 1 week ago

I agree with C, D and E - <https://www.servicenow.com/products/platform-flow-designer.html?state=seamless>
upvoted 1 times

BenBose 1 year ago

I think the answer given is correct A,D & E. The impact on technical debt will vary on a case by case basis hence it is possible for Flow Designer to have a positive or negative impact on technical debt depending on what is being developed and what compromises are being conceded when opting for a Flow Designer solution.
upvoted 2 times



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📄 EXAM CSA TOPIC 1 QUESTION 164 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 164

Topic #: 1

[\[All CSA Questions\]](#)

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

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

[Hide Answer](#)

Suggested Answer: C

Reference -

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

Community vote distribution

C (100%)

by Nasman096 at Oct. 17, 2022, 1:58 a.m.

Comments

✉ **Manny1218** 8 months, 3 weeks ago

Selected Answer: C

Read the ServiceNow Administration Fundamentals - Tokyo booklet, page 12. States, the sys_property glide.sys.log_impersonation needs to be added and set to true in order to see events

upvoted 2 times

✉ **ALDADI** 1 year, 7 months ago

Selected Answer: C

C is correct

upvoted 2 times

✉ **Nasman096** 1 year, 8 months ago

Selected Answer: C

Actual exam question from ServiceNow's CSA

Question #: 165

Topic #: 1

[\[All CSA Questions\]](#)

When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

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

[Hide Answer](#)

Suggested Answer: D

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/data-population.html>

by  **Ghouse1** at Sept. 24, 2022, 9:42 p.m.

Comments

 **buchibabe** 10 months, 1 week ago

D is correct. Page 235 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 2 times

 **Ranaway** 1 year, 7 months ago

D is the correct answer

upvoted 1 times

 **Ghouse1** 1 year, 9 months ago

Flow designers use action result data pills to provide input for other flows, actions, or subflows. Flow designers can use the sequence value in the data pill name to ensure that they select the correct data pill as an input value. When a flow runs an action, it generates the data pill runtime value, which remains the same for the duration of the flow. For example, if a data pill for [Trigger->Incident record] gets populated with incident record values at the start of a flow, the data pill preserves these values for the rest of the flow.

upvoted 4 times

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EXAM CSA TOPIC 1 QUESTION 166 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 166

Topic #: 1

[\[All CSA Questions\]](#)

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Request + Response
- B. Save + Update
- C. Write + Read
- D. Submit + Query
- E. Insert + Verify

[Hide Answer](#)

Suggested Answer: A

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-script-best-practices.html>

Community vote distribution

A (100%)

by YMijoe at Feb. 23, 2023, 8:58 a.m.

Comments

buchibabe 10 months, 1 week ago

A is correct. Page 433 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 1 times

YMijoe 1 year, 4 months ago

Selected Answer: A

I agree that "Request + Response" is correct.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 167 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 167

Topic #: 1

[\[All CSA Questions\]](#)

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. All rows are rejected from the import, as coalesce field is required.
- B. All rows are treated as new records. No existing records are updated. Most Voted
- C. Duplicate rows are rejected from the import.
- D. All rows are treated as new records, but errors will be flagged in the import log.

[Hide Answer](#)

Suggested Answer: D

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing

Community vote distribution

B (100%)

by [Dela803](#) at Sept. 15, 2022, 10:35 a.m.

Comments

[Dela803](#) Highly Voted 1 year, 10 months ago

Correct answer is B. If no coalesce is defined, all imported rows are treated as new records. No existing records are updated.
upvoted 10 times

[MaDSnow](#) Most Recent 1 week, 2 days ago

Correct Answer is B
upvoted 1 times

[buchibabe](#) 10 months, 1 week ago

B is correct. Page 392 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 2 times

[PappyFox](#) 1 year, 2 months ago

B is correct
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 168 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 168

Topic #: 1

[\[All CSA Questions\]](#)

What is the most common role that has access to almost all platform features, functions, and data?

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

[Hide Answer](#)

Suggested Answer: C

Reference:

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

Community vote distribution

D (100%)

by [Magic_Carpet](#) at Sept. 4, 2022, 4:05 p.m.

Comments

PappyFox 1 year, 2 months ago

D is correct

upvoted 1 times

Spiderman5000 1 year, 6 months ago

Selected Answer: D

OOB there is no "sn_admin" role, but there is an "admin" role.

upvoted 4 times

Ranaway 1 year, 7 months ago

D is correct. C doesn't exist

upvoted 1 times

Nasman096 1 year, 8 months ago

Actual exam question from ServiceNow's CSA

Question #: 169

Topic #: 1

[\[All CSA Questions\]](#)

What feature do you use to specify which users are able to access a Service Catalog Item?

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

[Hide Answer](#)

Suggested Answer: D

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

Community vote distribution

D (100%)

by  [PappyFox](#) at April 21, 2023, 1:58 p.m.

Comments

 [ba14741](#) 3 months, 3 weeks ago

Selected Answer: D

D is correct

upvoted 1 times

 [wer3ball](#) 4 months ago

D. It's under Catalog Security: User Criteria for Items and Categories

upvoted 1 times

 [PappyFox](#) 1 year, 2 months ago

D is correct

upvoted 2 times

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EXAM CSA TOPIC 1 QUESTION 170 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 170

Topic #: 1

[\[All CSA Questions\]](#)

Which component of a table contains a piece of data for one record?

A. Factor

B. Field

C. Datapoint

D. Element

E. Item

[Hide Answer](#)

Suggested Answer: B

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataDictionaryTables.html

by PappyFox at April 21, 2023, 1:58 p.m.

Comments

benarji 1 week, 3 days ago

The correct answer is B. Field. The columns in the tables are called fields. A field contains a specific piece of information within a record.
upvoted 1 times

buchibabe 10 months, 1 week ago

B is correct. Page 343 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 1 times

PappyFox 1 year, 2 months ago

B is correct
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 171 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 171

Topic #: 1

[\[All CSA Questions\]](#)

What type of field has a drop down list, from which you can pick from pre-defined options?

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

[Hide Answer](#)

Suggested Answer: A

Reference:

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

Community vote distribution

A (100%)

by evoken at Feb. 25, 2023, 8:16 a.m.

Comments

ba14741 3 months, 3 weeks ago

[Selected Answer: A](#)

A is correct
upvoted 1 times

buchibabe 10 months, 1 week ago

a is correct. Page 163 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 1 times

RangerPM 11 months, 1 week ago

A is the only one that is in the list of available options.
https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/reference-pages/reference/r_FieldTypes.html
upvoted 1 times

krissky 11 months, 2 weeks ago



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EXAM CSA TOPIC 1 QUESTION 172 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 172

Topic #: 1

[\[All CSA Questions\]](#)

User records are stored in which table?

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

[Hide Answer](#)

Suggested Answer: A

Reference:

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

by PappyFox at April 21, 2023, 2 p.m.

Comments

wer3ball 4 months ago

A. Its under section "Users & Groups"
upvoted 1 times

PappyFox 1 year, 2 months ago

sys_user - is correct
upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 173 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 173

Topic #: 1

[\[All CSA Questions\]](#)

What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

A. Notifications Most Voted

B. Alerts

C. Texts

D. Events

E. Emails

[Hide Answer](#)

Suggested Answer: D

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/platform-events/concept/events.html>

Community vote distribution

A (100%)

by [bagoly](#) at Sept. 16, 2022, 9:09 p.m.

Comments

✉ [bagoly](#) Highly Voted 1 year, 9 months ago

Selected Answer: A

It's A

upvoted 6 times

✉ [ba14741](#) Most Recent 3 months, 3 weeks ago

Selected Answer: A

It's A

upvoted 1 times

✉ [buchibabe](#) 10 months, 1 week ago

a is correct. Page 292 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 4 times



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EXAM CSA TOPIC 1 QUESTION 174 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 174

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Connect Agent

[Hide Answer](#)

Suggested Answer: B

Reference:

<https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/analytics-intelligence-reporting/virtual-agent-rn.html>

Community vote distribution

A (100%)

by PappyFox at April 21, 2023, 2:01 p.m.

Comments

wer3ball 3 months, 3 weeks ago

Virtual Agent is the answer

<https://docs.servicenow.com/bundle/washingtondc-release-notes/page/release-notes/now-platform-capabilities/virtual-agent-rn.html#:~:text=The%20ServiceNow%C2%AE%20Virtual%20Agent,to%20perform%20common%20work%20tasks.>

upvoted 2 times

Austin98 3 months, 3 weeks ago

Selected Answer: A

A is the correct answer: Page 48 of the ServiceNow Administration Fundamentals - Vancouver edition: Lab step 2: Select the Agent Assist Icon to display the Agent Assist panel, then select and read the "Mobile Event App for Staff- Error 555" article.

Lab Step 3: Select attached to share this information with the Caller

upvoted 1 times

BrooksieOwl 3 months, 4 weeks ago

I think the answer is B. Agent assist provides agents with automatic search results that show possible solutions for records they open. Configure Agent assist in Configurable Workspace by configuring a record page with a Glide form data source and a Contextual Sidebar. For more

Actual exam question from ServiceNow's CSA

Question #: 175

Topic #: 1

[\[All CSA Questions\]](#)

Which role can manage multiple knowledge bases?

- A. knowledge_base_admin
- B. kb_admin
- C. sn_kb_admin
- D. knowledge_admin

[Hide Answer](#)

Suggested Answer: D

Reference:

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

by  [PappyFox](#) at April 21, 2023, 2:05 p.m.

Comments

 [benarji](#) 1 week, 3 days ago

D. knowledge_admin role: Administrators and those with the knowledge_admin role have the ability to manage multiple Knowledge Bases.
upvoted 1 times

 [wer3ball](#) 4 months ago

D. Answer is under "What is Knowledge Management" section
upvoted 1 times

 [RangerPM](#) 11 months, 1 week ago

https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeRoles.html
upvoted 1 times

 [PappyFox](#) 1 year, 2 months ago

https://docs.servicenow.com/en-US/bundle/sandiego-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeRoles.html
knowledge-admin
upvoted 2 times

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EXAM CSA TOPIC 1 QUESTION 176 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 176

Topic #: 1

[\[All CSA Questions\]](#)

Which statement correctly describes the differences between a Client Script and a Business Rule?

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

[Hide Answer](#)

Suggested Answer: C

Reference:

https://community.servicenow.com/community?id=community_question&sys_id=77a80361db5cdcb01dcf3231f9619d9#:~:text=The%20major%20difference%20between%20of,deleted%2Fqueried%20from%20data%20base.&text=After%20that%2C%20the%20Client%20scripts,Client%20scripts%20work%20onSubmit

Community vote distribution

C (100%)

by PappyFox at April 21, 2023, 2:06 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. A Client Script executes on the client and a Business Rule executes on the server
upvoted 1 times

buchibabe 10 months, 1 week ago

C is correct. Pages 437 & 438 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 1 times

PappyFox 1 year, 2 months ago

C. A Client Script executes on the client and a Business Rule executes on the server - is correct
upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 177 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 177

Topic #: 1

[\[All CSA Questions\]](#)

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

A. Group members can choose their tasks from My Groups Work Most Voted

B. Groups can assign tasks to users based on on-call schedules Most Voted

C. Site support members can pick tasks, based on Location

D. Groups can assign tasks to users based on skills Most Voted

E. Group members can avoid tasks, which are nearing SLA breach

F. Groups can assign tasks to users based on availability Most Voted

[Hide Answer](#)

Suggested Answer: BCDF

Community vote distribution

ABDF (100%)

by al3xunder at March 19, 2023, 8:50 p.m.

Comments

✉ **benarji** 1 week, 3 days ago

Ans: ABDF

upvoted 1 times

✉ **Joe15** 7 months ago

Selected Answer: ABDF

ABDF is correct!

upvoted 1 times

✉ **Manny1218** 8 months, 3 weeks ago

Selected Answer: ABDF

C and E are also true but aren't realistic. The commonsense answers would be ABDF.

upvoted 2 times

✉ **anjanc** 9 months ago



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Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 178 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 178

Topic #: 1

[\[All CSA Questions\]](#)

What ServiceNow feature allows you to include data from a secondary related table on a report?

- A. SQL
- B. Dot Walking
- C. Outer Join
- D. Joins

[Hide Answer](#)

Suggested Answer: *B*

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelatedTables.html

by [PappyFox](#) at April 21, 2023, 2:11 p.m.

Comments

[PappyFox](#) 1 year, 2 months ago

B- is correct
upvoted 1 times

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📄 EXAM CSA TOPIC 1 QUESTION 179 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 179

Topic #: 1

[\[All CSA Questions\]](#)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

A. Browser tab title Most Voted

B. Module text color Most Voted

C. Preferred browser

D. Base theme Most Voted

E. Font style

F. Animation style

G. Header background color Most Voted

H. Banner Image Most Voted

[Hide Answer](#)

Suggested Answer: ABDGH

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_ConfigureLogoColorsSysDfltsUI16.html

Community vote distribution

ABDGH (100%)

by bagoly at Sept. 19, 2022, 7:44 p.m.

Comments

✉️ **davgmane** 1 year, 2 months ago

Selected Answer: ABDGH

this is correct

upvoted 1 times

✉️ **YMijoe** 1 year, 4 months ago

Selected Answer: ABDGH

I agree that "Browser tab title", "Module text color", "Base theme", "Header background color", and "Banner image" are correct.



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EXAM CSA TOPIC 1 QUESTION 180 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 180

Topic #: 1

[\[All CSA Questions\]](#)

Which field (or fields) is used as a unique key during imports?

- A. Match Fields
- B. Coalesce Fields**
- C. Key Fields
- D. Sys IDs

[Hide Answer](#)

Suggested Answer: B

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing

Community vote distribution

B (100%)

by YMijoe at Feb. 24, 2023, 6:09 p.m.

Comments

buchibabe 10 months, 1 week ago

B is correct. Page 392 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 3 times

YMijoe 1 year, 4 months ago

Selected Answer: B

I agree that "Coalesce Fields" is correct.
upvoted 2 times



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📄 EXAM CSA TOPIC 1 QUESTION 181 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 181

Topic #: 1

[\[All CSA Questions\]](#)

You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

A. Create Record Producer Most Voted

B. Create Catalog Item

C. Create Order Guide

D. Create Content Item

[Hide Answer](#)

Suggested Answer: B

Reference:

<https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/concept/request-fulfillment.html>

Community vote distribution

A (100%)

by [bagoly](#) at Sept. 16, 2022, 9:17 p.m.

Comments

✉ **CodingAmo** 6 months ago

A

Record producers are a type of Catalog Item that creates task based records e.g. incident. Not all Catalog Items are Record producers, so B is incorrect.

upvoted 1 times

✉ **krissyk** 11 months, 1 week ago

A

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/incident-management/task/t_CreateARecordProducer.html

upvoted 1 times

✉ **evoken** 1 year, 4 months ago

Selected Answer: A

Sigh. It's A.



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EXAM CSA TOPIC 1 QUESTION 182 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 182

Topic #: 1

[\[All CSA Questions\]](#)

What is the result of the order in which access controls are evaluated?

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

[Show Suggested Answer](#)

by bagoly at Sept. 16, 2022, 9:18 p.m.

Comments

evoken Highly Voted 1 year, 4 months ago

Selected Answer: D

In ServiceNow, when a user tries to access a table or field, the access is evaluated first at the table level, and then at the field level. - chatgpt
upvoted 7 times

jjn9306 Most Recent 2 months, 3 weeks ago

Selected Answer: D

ACL evaluates access to table first (specific to general) then it evaluates field (specific to general)
upvoted 2 times

a0739f2 3 months, 1 week ago

It's A, rules are evaluated specific to general. This is in the SN textbook.
upvoted 1 times

lica09 4 months ago

Selected Answer: D

First at the Table-level (Most specific to most general), then at the Field-level (most specific to most general)
upvoted 1 times

Sudharshan77 4 months, 3 weeks ago

for the exam should we give a or d, which option is going to fetch marks for us
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 183 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 183

Topic #: 1

[\[All CSA Questions\]](#)

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

A. Schema Map

B. Dependency View Most Voted

C. Dependency Map

D. Database View

[Hide Answer](#)

Suggested Answer: B

Reference:

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

Community vote distribution

B (100%)

by RedWater at Sept. 18, 2022, 10:30 p.m.

Comments

benarji 5 days, 4 hours ago

B. In ServiceNow, a "Dependency View" is a graphical representation of the dependencies between Configuration Items (CIs) in an IT infrastructure. A dependency view provides a visual representation of the relationships between CIs and the services
upvoted 1 times

f5003a6 3 months, 2 weeks ago

Selected Answer: B
B. Dependency View
upvoted 1 times

GoldBear 7 months, 3 weeks ago

Selected Answer: B
The latest link is: https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/business-service-management-map-ng/concept/c_BusinessServiceManagementMaps.html



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EXAM CSA TOPIC 1 QUESTION 184 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 184

Topic #: 1

[\[All CSA Questions\]](#)

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident Most Voted
- D. Work, Caller, Timecard

[Hide Answer](#)

Suggested Answer: A

Reference:

<https://www.basicoservicenowlearning.in/2019/12/create-table-in-servicenow.html>

Community vote distribution

C (100%)

by [Magic_Carpet](#) at Sept. 4, 2022, 5:39 p.m.

Comments

[Magic_Carpet](#) Highly Voted 1 year, 10 months ago

Shouldn't the answer be C?

upvoted 7 times

[RedWater](#) 1 year, 9 months ago

Yeah it is C

upvoted 6 times

[MaDSnow](#) Most Recent 1 week, 2 days ago

Answer is C

upvoted 1 times

[f5003a6](#) 3 months, 2 weeks ago

Selected Answer: C

User, Task, Incident are core tables in ServiceNow

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 185 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 185

Topic #: 1

[\[All CSA Questions\]](#)

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Access List
- B. Can Access
- C. Accessible to
- D. Can Read

[Hide Answer](#)

Suggested Answer: D

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

by PappyFox at April 21, 2023, 2:25 p.m.

Comments

wer3ball 4 months ago

D. "knowledge bases use user criteria records to determine which sets of users can read or contribute...." its under "Knowledge Security and Visibility: User Criteria" section

upvoted 1 times

PappyFox 1 year, 2 months ago

D. is correct

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 186 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 186

Topic #: 1

[\[All CSA Questions\]](#)

What are the main components of the Form Design interface? (Choose three.)

A. Field Layout

B. Page Header Most Voted

C. Field Navigator Most Voted

D. Field Picker

E. Form Layout Most Voted

[Hide Answer](#)

Suggested Answer: BCE

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c_FormDesign.html

Community vote distribution

BCE (100%)

by  YMijoe at Feb. 24, 2023, 6:24 p.m.

Comments

 **f5003a6** 3 months, 2 weeks ago

Selected Answer: BCE

B. Page Header
C. Field Navigator
E. Form Layout
upvoted 1 times

 **GoldBear** 7 months, 3 weeks ago

Selected Answer: BCE

https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/c_FormDesign.html
upvoted 1 times

 **buchibabe** 10 months, 1 week ago

BCE is correct. Page 168 of the ServiceNow Administration Fundamentals - Tokyo Edition.



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EXAM CSA TOPIC 1 QUESTION 187 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 187

Topic #: 1

[\[All CSA Questions\]](#)

What is used to determine user access to knowledge bases or a knowledge article?

- A. sn_kb_read, sn_article_read
- B. Privacy Settings
- C. Read Access Flag
- D. User Criteria

[Hide Answer](#)

Suggested Answer: D

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html>

Community vote distribution

D (100%)

by PappyFox at April 21, 2023, 2:29 p.m.

Comments

Ginfante 7 months, 3 weeks ago

[Selected Answer: D](#)

<https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/knowledge-management/concept/diagnose-knowledge-user-criteria.html>

upvoted 1 times

PappyFox 1 year, 2 months ago

D. is correct

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 188 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 188

Topic #: 1

[\[All CSA Questions\]](#)

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. cmdb
- B. sn_cmdb_bak
- C. cmdb_rel_ci
- D. sn_cmdb
- E. cmdb_bak
- F. cmdb_ci
- G. sn_cmdb_ci

[Hide Answer](#)

Suggested Answer: ACF

Reference:

https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb2439961938

Community vote distribution

ACF (100%)

by missmam at Jan. 10, 2023, 2:09 a.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: ACF

- A. cmdb
- C. cmdb_rel_ci
- F. cmdb_ci

upvoted 1 times

buchibabe 10 months, 1 week ago

ACF is correct. Page 407 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 189 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 189

Topic #: 1

[\[All CSA Questions\]](#)

What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Merge Default update sets before moving between instances
- B. Submit Default update set to application repository
- C. You should not use the Default Update sets for moving between instances Most Voted
- D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

[Hide Answer](#)

Suggested Answer: B

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/reference/default-update-sets.html>

Community vote distribution

C (100%)

by RedWater at Sept. 18, 2022, 10:35 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. You should not use the Default Update sets for moving between instances
upvoted 1 times

buchibabe 10 months, 1 week ago

C is correct. Page 454 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 1 times

evoken 1 year, 4 months ago

Selected Answer: C

C; the default update set is a catch all for admin only, not for migrating changes.
upvoted 3 times

missmam 1 year, 6 months ago

Actual exam question from ServiceNow's CSA

Question #: 190

Topic #: 1

[\[All CSA Questions\]](#)

On what part of the ServiceNow instance, would you find the option to Impersonate User?

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

[Hide Answer](#)

Suggested Answer: D

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html

Community vote distribution

D (100%)

by  [PappyFox](#) at April 21, 2023, 2:31 p.m.

Comments

 [f5003a6](#) 3 months, 2 weeks ago

Selected Answer: D

D. Banner

upvoted 1 times

 [BrooksieOwl](#) 3 months, 4 weeks ago

Q277 is a duplicate of Q190 but they have different answers. Q190 answer is Banner and Q277 answer is User Menu. Neither gives these options in the other question. Both answers are right, however. Open the User menu by clicking your user avatar in the ServiceNow banner. Select the Impersonate user menu item. In the Select a user to impersonate dialog, enter the name of the user to impersonate in the Search for a user field. Select the user from the list and click the Impersonate user button.

upvoted 2 times

 [PappyFox](#) 1 year, 2 months ago

D. is correct

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 191 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 191

Topic #: 1

[\[All CSA Questions\]](#)

Which application is used primarily to load data into ServiceNow?

- A. Import Hub
- B. System Import Sets**
- C. Data Import Configuration
- D. Import Management

[Hide Answer](#)

Suggested Answer: B

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-sets-landing-page.html>

Community vote distribution

B (100%)

by PappyFox at April 21, 2023, 2:31 p.m.

Comments

ba14741 3 months, 3 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

PappyFox 1 year, 2 months ago

B. is correct

upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 192 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 192

Topic #: 1

[\[All CSA Questions\]](#)

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

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

[Hide Answer](#)

Suggested Answer: C

Reference:

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

Community vote distribution

C (100%)

by [akaki](#) at Oct. 8, 2022, 5:58 a.m.

Comments

✉ **PappyFox** 1 year, 2 months ago

Selected Answer: C

Any active user
upvoted 1 times

✉ **YMijoe** 1 year, 4 months ago

Selected Answer: C

I agree that "Any active user" is correct.
upvoted 2 times

✉ **akaki** 1 year, 9 months ago

Selected Answer: C

<https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html>



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EXAM CSA TOPIC 1 QUESTION 193 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 193

Topic #: 1

[\[All CSA Questions\]](#)

How would you define an Access Control, to allow a user with itil role to have permission to create incident records?

- A. Name: incident.None; Operation: create; Role: itil
- B. Name: incident.Any; Operation: write; Permission: itil
- C. Name: incident:/*; Permission: write; Role: itil
- D. Name: incident.None; Permission: create; Role: itil
- E. Name: incident:/*; Operation: write; Permission: itil

[Show Suggested Answer](#)

by PappyFox at April 21, 2023, 2:36 p.m.

Comments

Qwertydry 7 months ago

[Selected Answer: A](#)

Option A is Correct. Operation only arrives not Permission.

upvoted 2 times

PappyFox 1 year, 2 months ago

A is correct

upvoted 3 times



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Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 194 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 194

Topic #: 1

[\[All CSA Questions\]](#)

What Service Catalog feature do you use to organize items into logical groups?

- A. Categories
- B. Variable Sets
- C. Sections
- D. Catalog items

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by [PappyFox](#) at April 21, 2023, 2:37 p.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: A](#)

A. Categories
upvoted 1 times

buchibabe 10 months, 1 week ago

A is correct. Page 204 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 2 times

PappyFox 1 year, 2 months ago

A is correct
upvoted 2 times



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📄 EXAM CSA TOPIC 1 QUESTION 195 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 195

Topic #: 1

[\[All CSA Questions\]](#)

When creating a new notification, what must you define? (Choose three.)

- A. The associated knowledge base
- B. Settings for handing inactive user accounts
- C. Under what conditions is the notification sent Most Voted
- D. Who receives the notification Most Voted
- E. What the content of the notification Most Voted

[Hide Answer](#)

Suggested Answer: CDE

Community vote distribution

CDE (100%)

by YMijoe at Feb. 23, 2023, 9:35 a.m.

Comments

✉ f5003a6 3 months, 2 weeks ago

Selected Answer: CDE

Who will receive - D, When will receive? - C and What will receive? - E.
upvoted 1 times

✉ ba14741 3 months, 3 weeks ago

Selected Answer: CDE

It's CDE
upvoted 1 times

✉ wer3ball 4 months ago

CDE

Under 6.2 Creating Notifications
upvoted 1 times

✉ YMijoe 1 year, 4 months ago



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Salesforce Discussions

EXAM CSA TOPIC 1 QUESTION 196 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 196

Topic #: 1

[\[All CSA Questions\]](#)

The ServiceNow platform supports a wide variety of plug-and-play applications. You can choose from the included workflows or build your own workflow: Which of these workflows are included in the platform? (Choose three.)

A. Federal Workflows

B. Customer Workflows Most Voted

C. Infrastructure Workflows

D. Manufacturing Workflows

E. Employee Workflows Most Voted

F. IT Workflows Most Voted

[Hide Answer](#)

Suggested Answer: BEF

Community vote distribution

BEF (100%)

by bagoly at Sept. 19, 2022, 7:37 p.m.

Comments

ba14741 3 months, 3 weeks ago

Selected Answer: BEF

It's BEF

upvoted 1 times

Vinnyzworld 1 year, 9 months ago

Selected Answer: BEF

BEF is correct.

The service now products are broadly categorized into these workflow

upvoted 3 times

bagoly 1 year, 9 months ago

Selected Answer: BEF

correct



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📄 EXAM CSA TOPIC 1 QUESTION 197 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 197

Topic #: 1

[\[All CSA Questions\]](#)

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 Assignment Group manager field is empty.
- 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. Most Voted

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (83%)

B (17%)

by foolishsoul4556 at Oct. 10, 2022, 10:59 a.m.

Comments

✉ **Ibeauo** Highly Voted 1 year, 5 months ago

There is the same question on examtopics with a picture where you can see the filter, but there is one more answer which is not displayed in this questions. The same question you could find here (question 87):

<https://www.examtopics.com/discussions/servicenow/view/77737-exam-csa-topic-1-question-87-discussion/>

There the most voted answer with 60% is "The Service Desk > My Groups Work list shows active work tasks that are not yet assigned." And this answer is not displayed here. So I would vote for D in this question.

upvoted 5 times

✉ **Raxon** Most Recent 1 month, 3 weeks ago

"My Groups Work" is not accessible without ITIL as it is under Service Desk > My Groups Work. Even before the rewrite. The answer has always been Network & Hardware group.

upvoted 1 times

✉ **ba14741** 3 months, 3 weeks ago

Selected Answer: D

It's D



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📄 EXAM CSA TOPIC 1 QUESTION 198 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 198

Topic #: 1

[\[All CSA Questions\]](#)

You have been asked to configure a form so an employee could order tablet and select the standard accessory options to purchase with it. These standard options are: carrying case, screen cleaner, tablet stand, and screen protector. What approach would you take? (Choose three.)

A. Create Catalog Item for the Tablet, and add a variable set to the form, for the accessory options. Most Voted

B. Create a Record producer, and on the form, add a check box variable for each accessory option.

C. On Shopping Cart configuration, select option to show the Add Accessories button.

D. Create one Catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector. Most Voted

E. Create Catalog Item for the tablet, and on the form, add a check box variable for each accessory option. Most Voted

[Hide Answer](#)

Suggested Answer: BDE

Community vote distribution

ADE (100%)

by bagoly at Sept. 19, 2022, 7:36 p.m.

Comments

bagoly Highly Voted 1 year, 9 months ago

Selected Answer: ADE

Record producer should not be used for ordering catalog items, so I think the correct answer is: A, D, E
upvoted 8 times

ALDADI 1 year, 7 months ago

Are you sure? I think it is A,B,E
upvoted 1 times

f5003a6 Most Recent 3 months, 2 weeks ago

Selected Answer: ADE

It's A, D and E
upvoted 1 times

CatalinaaSB 1 week, 1 day ago



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EXAM CSA TOPIC 1 QUESTION 199 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 199

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationships?

- A. Dependency View
- B. CI Class Map
- C. Business Service Map
- D. CSDM Schema

[Hide Answer](#)

Suggested Answer: A

by **PappyFox** at April 21, 2023, 2:42 p.m.

Comments

PappyFox 1 year, 2 months ago

A is correct

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 200 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 200

Topic #: 1

[\[All CSA Questions\]](#)

What is the definition of a group?

- A. A collection of subject matter experts
- B. A team of users
- C. An escalation pod
- D. A collection of users
- E. A department

[Hide Answer](#)

Suggested Answer: D

by PappyFox at April 21, 2023, 2:42 p.m.

Comments

buchibabe 10 months, 1 week ago

D is correct. Page 75 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 1 times

PappyFox 1 year, 2 months ago

D is correct
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 201 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 201

Topic #: 1

[\[All CSA Questions\]](#)

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. Global
- F. All

[Hide Answer](#)

Suggested Answer: ACEF

by PappyFox at April 21, 2023, 2:43 p.m.

Comments

PappyFox 1 year, 2 months ago

ACEF are correct
upvoted 6 times

Qwertydry 7 months ago

Can you pls give me your account details... I need to study bro...
My Reddit: Conscious_Can_2005

Or Can you pls drop any comment in every question bro.... Please bro...
upvoted 1 times

halflife7 1 year, 2 months ago

no man you gotta stop commenting you provide so many wrong questions , i mean seriously F is legit the worse choice The Correct answer is A,B,C,E ...
upvoted 2 times

davgmane 1 year, 2 months ago

PappyFox is actually right...if you go to Reports -> View/Run and look in the top left, it's My Reports, Group, Global, and All



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EXAM CSA TOPIC 1 QUESTION 202 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 202

Topic #: 1

[\[All CSA Questions\]](#)

On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

- A. Label
- B. Column
- C. Data Element
- D. Field**
- E. Attribute

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by PappyFox at April 21, 2023, 2:44 p.m.

Comments

servicepow 1 year ago

Selected Answer: D

D is correct

upvoted 1 times

PappyFox 1 year, 2 months ago

D. is correct

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 203 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 203

Topic #: 1

[\[All CSA Questions\]](#)

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

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

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by PappyFox at April 21, 2023, 2:44 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: B

B. Flows

upvoted 1 times

Sazeka 10 months ago

B is correct:

Resolution

Creating the Knowledge simple approval workflow

1. In the Application Navigator filter text, type workflow to find the Workflow application menu.

2. Select the Workflow Editor module. The Workflow Editor always opens in an adjacent browser tab.

3. Click the New button.

https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0538552

Actual exam question from ServiceNow's CSA

Question #: 204

Topic #: 1

[\[All CSA Questions\]](#)

Groups are stored in what table?

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

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by  [PappyFox](#) at April 21, 2023, 2:45 p.m.

Comments

  **f5003a6** 3 months, 2 weeks ago

Selected Answer: D

D. Group [sys_user_group]
upvoted 1 times

  **buchibabe** 10 months, 1 week ago

D is correct. Page 75 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 2 times

  **PappyFox** 1 year, 2 months ago

D. is correct
upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 205 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 205

Topic #: 1

[\[All CSA Questions\]](#)

When managing tags, you can adjust who is able to see it. What are the visibility options? (Choose three.)

A. Groups and Users Most Voted

B. Me Most Voted

C. Roles and Permissions

D. Everyone Most Voted

E. Admins

[Hide Answer](#)

Suggested Answer: ABD

Community vote distribution

ABD (100%)

by YMijoe at Feb. 24, 2023, 6:43 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: ABD

- A. Groups and Users
- B. Me
- C. Roles and Permissions
- D. Everyone
upvoted 2 times

Qwertydry 7 months ago

Selected Answer: ABD

Yeah the Answer is A,B,D.
upvoted 2 times

PappyFox 1 year, 2 months ago

ABD are correct
upvoted 2 times

YMijoe 1 year, 4 months ago



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EXAM CSA TOPIC 1 QUESTION 206 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 206

Topic #: 1

[\[All CSA Questions\]](#)

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A. Field Transform
- B. Schema Map
- C. Transform Map
- D. Import Map

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by yo_mamma at April 7, 2023, 1:49 a.m.

Comments

benarji 1 week, 3 days ago

C. Transform Map

The Transform Maps module enables an administrator to define destinations for imported data on any tables.

upvoted 1 times

f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. Transform Map

upvoted 1 times

PappyFox 1 year, 2 months ago

Selected Answer: C

c is correct

upvoted 1 times

yo_mamma 1 year, 3 months ago

C is correct

<https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/reference/transform-maps-navex.html>



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EXAM CSA TOPIC 1 QUESTION 207 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 207

Topic #: 1

[\[All CSA Questions\]](#)

On the Form header, which icon do you use to access form templates?

- A. Stamp
- B. Pages
- C. More Options (...)** Most Voted
- D. Paperclip

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (83%)

A (17%)

by PappyFox at April 21, 2023, 2:47 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. More Options (...)
upvoted 1 times

Manny1218 8 months, 3 weeks ago

Selected Answer: C

Check out page 33 in the Bonus section 5.2, of the ServiceNow Administration Fundamentals - Tokyo. It states, "Click the More options icon (...) from the form header, then Toggle Template Bar to work with templates."
upvoted 2 times

Kubis 10 months, 1 week ago

Selected Answer: C

C - <https://www.youtube.com/watch?v=C6ujM7xaVMQ>
upvoted 1 times

Dekoreh 10 months, 3 weeks ago

Selected Answer: C

Actual exam question from ServiceNow's CSA

Question #: 208

Topic #: 1

[\[All CSA Questions\]](#)

When using the Data Pill Picker, use which keys to dot-walk to fields in other tables?

- A. Plus, Minus
- B. Ctrl <, Ctrl >
- C. Arrows
- D. Ctrl C, Ctrl V
- E. Shift F4, Shift F5

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by  [PappyFox](#) at April 21, 2023, 2:48 p.m.

Comments

  [f5003a6](#) 3 months, 2 weeks ago

[Selected Answer: C](#)

C. Arrows

upvoted 1 times

  [buchibabe](#) 10 months, 1 week ago

C is correct. Page 235 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 1 times

  [PappyFox](#) 1 year, 2 months ago

C. is correct

upvoted 2 times

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EXAM CSA TOPIC 1 QUESTION 209 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 209

Topic #: 1

[\[All CSA Questions\]](#)

In what order are Access Controls evaluated?

- A. Field-level - most specific to most general; then Table-level - most specific to most general
- B. Field-level - most general to most specific; then Row-level - most specific to most general
- C. Table-level - most specific to most general; then Field-level - most specific to most general Most Voted
- D. Table-level - most specific to most general, then Row-level - most specific to most general

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

C (100%)

by ALDADI at Nov. 24, 2022, 2:46 p.m.

Comments

smeagel Highly Voted 1 year, 6 months ago

Selected Answer: C

Answer is C. First table lvl after field lvl
upvoted 6 times

f5003a6 Most Recent 3 months, 2 weeks ago

Selected Answer: C

C. Table-level - most specific to most general; then Field-level - most specific to most general
upvoted 1 times

ddiggler 4 months, 1 week ago

It is C
upvoted 1 times

MACCA81 4 months, 2 weeks ago

Selected Answer: C

C is correct. Access controls are always evaluated table and field, and always most specific to most general (upvoted 1 times

Actual exam question from ServiceNow's CSA

Question #: 210

Topic #: 1

[\[All CSA Questions\]](#)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

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

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by  PappyFox at April 21, 2023, 2:49 p.m.

Comments

 **benarji** 1 week, 3 days ago

C. Help Panel (question mark icon)
upvoted 1 times

 **f5003a6** 3 months, 2 weeks ago

Selected Answer: C
C. Help Panel (question mark icon)
upvoted 1 times

 **wer3ball** 4 months ago

C. Section "Flow Components: Data"
upvoted 1 times

 **PappyFox** 1 year, 2 months ago

C. is correct
upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 211 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 211

Topic #: 1

[\[All CSA Questions\]](#)

The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against the data?

- A. Style
- B. Group by
- C. Configure
- D. Format
- E. Data

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by ellitetka at March 9, 2023, 11:06 a.m.

Comments

benarji 1 week, 3 days ago

C.

https://developer.servicenow.com/dev.do#!/learn/courses/washingtondc/app_store_learnv2_reportanalytics_washingtondc_reporting_and_analytics/app_store_learnv2_reportanalytics_washingtondc_data_visualization/app_store_learnv2_reportanalytics_washingtondc_viewrun_reports

upvoted 1 times

Dekoreh 10 months, 2 weeks ago

Selected Answer: C

Based on SN ebook pg 267

upvoted 2 times

al3xunder 1 year, 3 months ago

Answer is C.

https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app_store_learnv2_reportanalytics_tokyo_reporting_and_analytics/app_store_learnv2_reportanalytics_tokyo_data_visualization/app_store_learnv2_reportanalytics_tokyo_configuring_reports

upvoted 2 times

Actual exam question from ServiceNow's CSA

Question #: 212

Topic #: 1

[\[All CSA Questions\]](#)

What icon do you use to change the icon and color on a Favorite?

A. Clock

B. Pencil

C. Triangle

D. Star

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (67%)

D (33%)

by  [PappyFox](#) at April 21, 2023, 2:50 p.m.

Comments

  [gedgy](#) 3 weeks, 5 days ago

Selected Answer: B

Star selects the favorite and pencil edits the favorite
upvoted 2 times

  [5ec5b4b](#) 2 months ago

Selected Answer: D

Is this not by using the star Icon and clicking on "more". There I saw the color and icon options.
upvoted 1 times

  [PappyFox](#) 1 year, 2 months ago

B is correct
upvoted 1 times

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Actual exam question from ServiceNow's CSA

Question #: 213

Topic #: 1

[\[All CSA Questions\]](#)

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

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

[Hide Answer](#)

Suggested Answer: C

by  PappyFox at April 21, 2023, 2:50 p.m.

Comments

 **Mihaf92** 9 months, 2 weeks ago

I think it A
upvoted 1 times

 **alokji** 11 months ago

Answer is B:
Check the latest release notes at docs.servicenow.com
upvoted 1 times

 **judyt35** 9 months, 3 weeks ago

I think that "get hands-on experence" are the main key words in this question, so answer "C" should be ok :)
upvoted 5 times

 **PappyFox** 1 year, 2 months ago

C is correct
upvoted 3 times

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Actual exam question from ServiceNow's CSA

Question #: 214

Topic #: 1

[\[All CSA Questions\]](#)

When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

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

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by  [PappyFox](#) at April 21, 2023, 2:51 p.m.

Comments

  [Austin98](#) 3 months, 3 weeks ago

[Selected Answer: C](#)

Show matching
upvoted 1 times

  [Cloudrookie](#) 7 months ago

[Selected Answer: C](#)

Answer is C
upvoted 1 times

  [PappyFox](#) 1 year, 2 months ago

C is correct
upvoted 1 times

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Actual exam question from ServiceNow's CSA

Question #: 215

Topic #: 1

[\[All CSA Questions\]](#)

When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email. How might you do that?

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

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (67%) D (33%)

by  PappyFox at April 21, 2023, 2:52 p.m.

Comments

 **gedgy** 3 weeks, 5 days ago

Selected Answer: D

A, C, and D are all correct. It just depends on whether you are looking for email as a standalone word or combined with another word. But all (A, C, D) are correct. The question indicates it wants you to pull any records where the word email is contained. In that case (again technically) D is the most correct.

upvoted 1 times

 **MACCA81** 4 months, 2 weeks ago

Selected Answer: C

It's C. With the short description you can't do "show matching" as in the previous question, you need to search for records that have the word "e-mail" in the short description. and this is done by searching "*e-mail" (wildcard e-mail) in the Short Description column.

upvoted 2 times

 **PappyFox** 1 year, 2 months ago

C is correct

upvoted 2 times

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📄 EXAM CSA TOPIC 1 QUESTION 216 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 216

Topic #: 1

[\[All CSA Questions\]](#)

When importing spreadsheet data into ServiceNow, what is the first step in the process?

A. Run Data Scrubber

B. Set Coalesce

C. Select Import Set

D. Load Data

E. Define Data Source

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

C (50%)

D (50%)

by PappyFox at April 21, 2023, 2:52 p.m.

Comments

✉️ gedgy 3 weeks, 5 days ago

Selected Answer: D

Gonna have to opt for Load Data. If I already have a spreadsheet where the data is defined, what do I do next? I type Load Data in the app navigator. What next? I create an import set. What next? I choose the source of my data. Clearly the answer is D. If I wanted to start before I knew what the data was then I would select E. However, since the question states that I already have that in the form of a spreadsheet then the answer is D.

upvoted 1 times

✉️ Raxon 1 month, 3 weeks ago

Selected Answer: D

Answer is D.

"Import Sets" Is under

"System Import Sets > Advanced > Import Sets"

Which if you create a new instance is "Empty" & has no way to Load Data. Import Sets only shows you the imported data sources.

Under All menu - The "Integration - Imports" drop down is called "System Import Sets" Load Data is the Module that begins an import to ServiceNow.

Actual exam question from ServiceNow's CSA

Question #: 217

Topic #: 1

[\[All CSA Questions\]](#)

Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

- A. Vendors can sell multiple products; and products can be sold by multiple vendors.
- B. A Task can trigger many Workflows; and a Workflow can trigger many Tasks.
- C. Requests can contain many Items; and Items can be any item from the catalog.
- D. A Configuration Item can belong to multiple Classes, and Classes can contain multiple Configuration Items.

[Show Suggested Answer](#)

by missmam at Jan. 10, 2023, 2:53 a.m.

Comments

missmam Highly Voted 1 year, 6 months ago

Selected Answer: A

option A is the example used in the Data schema overview lesson under Additional SN fundamentals content for Sys Admins & Developers.
upvoted 5 times

dnby Most Recent 11 months, 2 weeks ago

Selected Answer: A

Can't be B as this would 1) cause a loop but also 2) it would be the workflow generating the task that triggers another (sub)flow, not the task itself.
Workflow-to-task is one-to-many.
upvoted 2 times

Sallex 1 year, 4 months ago

Selected Answer: A

A should be the correct answer
upvoted 4 times

rittersportler 1 year, 6 months ago

Selected Answer: A

A should be the correct answer. Workflows and tasks are not two-way (i.e. a task can trigger a workflow, but this workflow will not trigger the same task - otherwise you have a loop...)
upvoted 4 times

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EXAM CSA TOPIC 1 QUESTION 218 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 218

Topic #: 1

[\[All CSA Questions\]](#)

What section on a task record would you use to see the most recent update made to a record?

- A. Audit Log
- B. Timeline
- C. Activity
- D. Journal

[Hide Answer](#)

Suggested Answer: C

by PappyFox at April 21, 2023, 2:54 p.m.

Comments

PappyFox 1 year, 2 months ago

C is correct

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 219 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 219

Topic #: 1

[\[All CSA Questions\]](#)

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Requested Item
- B. Create Record Producer
- C. Create On-boarding Bot
- D. Create Order Guide

[Hide Answer](#)

Suggested Answer: D

by PappyFox at April 21, 2023, 2:55 p.m.

Comments

PappyFox 1 year, 2 months ago

D. is correct

upvoted 2 times

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EXAM CSA TOPIC 1 QUESTION 220 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 220

Topic #: 1

[\[All CSA Questions\]](#)

On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

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

[Hide Answer](#)

Suggested Answer: *B*

by **PappyFox** at April 21, 2023, 2:56 p.m.

Comments

PappyFox 1 year, 2 months ago

B is correct

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 221 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 221

Topic #: 1

[\[All CSA Questions\]](#)

From a related list, what would a user click to personalize the layout of the columns?

A. Gear Most Voted

B. Context Menu

C. Pencil

D. Magnifier

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by [PappyFox](#) at April 25, 2023, 8:06 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: A

A. Gear

upvoted 2 times

davgmane 1 year, 2 months ago

Selected Answer: A

A is correct

upvoted 2 times

alaro 1 year, 2 months ago

A is the correct answer

upvoted 2 times

PappyFox 1 year, 2 months ago

Selected Answer: A

Correct answer is A

upvoted 2 times

Actual exam question from ServiceNow's CSA

Question #: 222

Topic #: 1

[\[All CSA Questions\]](#)

What is the language used for scripting in ServiceNow?

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

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by  [PappyFox](#) at April 25, 2023, 8:06 p.m.

Comments

 [f5003a6](#) 3 months, 2 weeks ago

Selected Answer: B

B. JavaScript
upvoted 1 times

 [alaro](#) 1 year, 2 months ago

B is the correct answer
upvoted 1 times

 [PappyFox](#) 1 year, 2 months ago

Selected Answer: B

B IS CORRECT
upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 223 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 223

Topic #: 1

[\[All CSA Questions\]](#)

What are examples of UI Actions, relating to Lists? (Choose four.)

A. List Links Most Voted

B. List Choices Most Voted

C. List Buttons Most Voted

D. List Override

E. List Context Menu Most Voted

F. List Control

[Hide Answer](#)

Suggested Answer: ACDF

Community vote distribution

ABCE (87%)

7%

by ALDADI at Nov. 24, 2022, 6:20 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: ABCE

- A. List Links
 - B. List Choices
 - C. List Buttons
 - E. List Context Menu
- upvoted 1 times

tata23 9 months, 2 weeks ago

ABCE is correct links buttons context menu
upvoted 1 times

Kubis 10 months, 1 week ago

Selected Answer: ABCE



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EXAM CSA TOPIC 1 QUESTION 224 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 224

Topic #: 1

[\[All CSA Questions\]](#)

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- Requested for
- Requested by
- Approving manager
- Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

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

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by Dekoreh at Aug. 25, 2023, 9:55 p.m.

Comments

GoldBear 7 months, 3 weeks ago

Selected Answer: B

Variable set is correct.

upvoted 2 times

Dekoreh 10 months, 2 weeks ago

Selected Answer: B

B is correct based on the definition of variable set

upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 225 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 225

Topic #: 1

[\[All CSA Questions\]](#)

A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers. What do you suggest?

- A. On My Work list, select the Activity Stream icon to show a frame with live updates
- B. Click on the eyeglass icon to expand the Monitor frame
- C. Open an Agent workspace tab for each record he wants to monitor
- D. Select Service Desk > My Work Dashboard

[Hide Answer](#)

Suggested Answer: A

by PappyFox at April 21, 2023, 2:59 p.m.

Comments

alaro 1 year, 2 months ago

A is the correct answer

upvoted 1 times

PappyFox 1 year, 2 months ago

A is correct

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 226 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 226

Topic #: 1

[\[All CSA Questions\]](#)

What access does a user need to be able to import articles to a knowledge base?

- A. sn_knowledge_import
- B. sn_knowledge_contribute
- C. Can contribute
- D. Can import

[Hide Answer](#)

Suggested Answer: C

by PappyFox at April 21, 2023, 3 p.m.

Comments

PappyFox 1 year, 2 months ago

C is correct

upvoted 2 times

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EXAM CSA TOPIC 1 QUESTION 227 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 227

Topic #: 1

[\[All CSA Questions\]](#)

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

- A. Schedule Transform
- B. Field Matching
- C. Select Data Source
- D. Create Transform Map** Most Voted
- E. Load Data

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (60%)

B (40%)

by FOJ at March 5, 2023, 1:10 p.m.

Comments

a00e073 2 months ago

Selected Answer: D

Questions is on which "step", so i would go with: D.Create Transform Map. At transform map you can then do field matching but the "step" is D.
upvoted 1 times

MACCA81 4 months, 2 weeks ago

Can I say NONE of the above? In reality you can create a transform map record by just specifying the source and target tables and clicking submit. You need to do the field mapping before you transform. But it's Field MAPPING not Field Matching and it's done in the Transform Map (so it has to be there) through Auto Field Map Matching or Mapping Assist links. Very confusing question...
upvoted 2 times

GoldBear 7 months, 3 weeks ago

Selected Answer: D

D - Create Transform Map is the correct answer.
B - Field Matching: For Event Management, when creating Event Rule to bind non-host CI using CI field matching, if there are multiple CI records having same name.
upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 228 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 228

Topic #: 1

[\[All CSA Questions\]](#)

To apply a UI Policy to all views, which field should be set to true in its definition record?

A. Global Most Voted

B. Reverse if false

C. On load

D. Inherit

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

A (100%)

by ALDADI at Nov. 24, 2022, 6:30 p.m.

Comments

karlouioanna 4 months ago

To apply a UI Policy to all views, set the Global setting to true.

upvoted 1 times

YMijoe 1 year, 4 months ago

Selected Answer: A

Per my PDI, "if the 'Global' checkbox is selected, the UI Policy applies to all form views; otherwise the UI Policy is view-specific".

upvoted 2 times

99Sekhar 1 year, 6 months ago

Answer is A. If UI policy applies to extended table then answer is D. So here answer is A.

upvoted 2 times

99Sekhar 1 year, 6 months ago

Answer is A.

Global [Advanced view] Option for specifying whether the UI policy applies to all form views. If this check box is cleared, the UI policy is view-specific.

By default, the Global UI policy applies to all form views. However, a UI policy can be specific to a view. For example, you can define a UI policy for only the itil view of a form. Use the View field to accomplish this.



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EXAM CSA TOPIC 1 QUESTION 229 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 229

Topic #: 1

[\[All CSA Questions\]](#)

What are the steps for importing data using an import set?

- A. Select source file; Run automap; Transform data; Clean up target table
- B. Identity source; Import transform map; Run transformer, Verify import
- C. Setup LDAP; Test map; Create update set; Run import; Apply update set
- D. Load the data; Create transform map; Transform data; Clean up import table

[Hide Answer](#)

Suggested Answer: D

by [PappyFox](#) at April 21, 2023, 3:05 p.m.

Comments

PappyFox 1 year, 2 months ago

D. https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html
upvoted 2 times

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EXAM CSA TOPIC 1 QUESTION 230 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 230

Topic #: 1

[\[All CSA Questions\]](#)

Which type of scripts run in the browser?

- A. Script Include Scripts
- B. Access Control Scripts
- C. Business Rule Scripts
- D. UI Policies and Client Scripts

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by PappyFox at April 25, 2023, 8:17 p.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: D](#)

D. UI Policies and Client Scripts
upvoted 1 times

PappyFox 1 year, 2 months ago

[Selected Answer: D](#)

Correct answer is D
upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 231 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 231

Topic #: 1

[\[All CSA Questions\]](#)

Which modules can you use to create a new table? (Choose two.)

A. Dictionary

B. Schema Map

C. Tables

D. Tables & Columns

[Hide Answer](#)

Suggested Answer: CD

Community vote distribution

CD (100%)

by 99Sekhar at Dec. 28, 2022, 9:08 p.m.

Comments

Vishy123 Highly Voted 1 year, 6 months ago

CD is correct

upvoted 6 times

f5003a6 Most Recent 3 months, 2 weeks ago

Selected Answer: CD

C. Tables

D. Tables & Columns

upvoted 1 times

studyGUYd 1 year, 1 month ago

I just hopped in my instance and tested.

Tables

Tables & Columns

Dictionary



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📄 EXAM CSA TOPIC 1 QUESTION 232 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 232

Topic #: 1

[\[All CSA Questions\]](#)

Which one of the following describes the primary operations performed against tables in the ServiceNow platform?

- A. Create, Read, Upload, Delete
- B. Capture, Rate, Write, Develop
- C. Create, Rate, Update, Delete
- D. Create, Read, Write, Delete

Most Voted

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (63%)	C (25%)	13%
---------	---------	-----

by memope at March 10, 2023, 4:26 a.m.

Comments

Manny1218 Highly Voted 8 months, 2 weeks ago

Selected Answer: D

Please read page 367 from the ServiceNow Administration Fundamentals - Tokyo booklet.
It states Create, Delete, Read, Write.

There is no Upload.

There is an update, as stated in answer "C" but "C" also contains "Rate" which is also incorrect.

Trick question!
upvoted 5 times

sally41 Most Recent 5 months, 4 weeks ago

Selected Answer: D

D is the right answer.
upvoted 1 times

RoupT 1 year ago

Selected Answer: D



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EXAM CSA TOPIC 1 QUESTION 233 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 233

Topic #: 1

[\[All CSA Questions\]](#)

How is a user defined in ServiceNow?

- A. A user is a record stored in the Profile [sys_user_profile] table
- B. A user is a record stored in the User [sys_user] table**
- C. A user is a record stored in the User Preference [sys_user_preference] table
- D. A user is a field in the LDAP integration

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by [PappyFox](#) at April 25, 2023, 8:21 p.m.

Comments

PappyFox 1 year, 2 months ago

[Selected Answer: B](#)

B is the correct answer

upvoted 1 times

jay1456987 10 months ago

did you already take the exam?

upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 234 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 234

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. CI Dependency View Most Voted
- B. Event Management Homepage
- C. Service Dashboard
- D. CI Health Dashboard Most Voted

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (60%)

D (40%)

by PappyFox at April 21, 2023, 3:08 p.m.

Comments

✉ **Manny1218** Highly Voted 8 months, 3 weeks ago

Selected Answer: A

According to the ServiceNow Administration Fundamentals - Tokyo, page 427, it states, Dependency Views indicate if a CI has any active, pending issues."

I'd select A on the Exam
upvoted 5 times

✉ **AlexA1457** Most Recent 3 months ago

Selected Answer: A

According to the ServiceNow Administration Fundamentals - "it states, Dependency Views indicate if a CI has any active, pending issues."
upvoted 2 times

✉ **f5003a6** 3 months, 2 weeks ago

Selected Answer: D

https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/configuration-management/task/t_ViewCIHealth.html
upvoted 1 times

Actual exam question from ServiceNow's CSA

Question #: 235

Topic #: 1

[\[All CSA Questions\]](#)

Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board interface?

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

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by  [yo_mamma](#) at April 7, 2023, 1:30 a.m.

Comments

 [f5003a6](#) 3 months, 2 weeks ago

[Selected Answer: D](#)

D. Process Automation Designer
upvoted 1 times

 [buchibabe](#) 10 months, 1 week ago

D is correct. Page 237 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 2 times

 [yo_mamma](#) 1 year, 3 months ago

D is correct
<https://docs.servicenow.com/bundle/utah-build-workflows/page/administer/process-automation-designer/concept/process-automation-designer.html>
upvoted 3 times

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EXAM CSA TOPIC 1 QUESTION 236 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 236

Topic #: 1

[\[All CSA Questions\]](#)

An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? (Choose two.)

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

[Hide Answer](#)

Suggested Answer: AE

Community vote distribution

AE (100%)

by PappyFox at April 21, 2023, 3:09 p.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: AE](#)

- A. Their user account does not have itil role
 - E. Their user account does not belong to any groups, which contain the itil role
- upvoted 1 times

PappyFox 1 year, 2 months ago

AE are correct
upvoted 4 times



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EXAM CSA TOPIC 1 QUESTION 237 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 237

Topic #: 1

[\[All CSA Questions\]](#)

On a related list, which buttons are commonly used for managing the records on the list? (Choose three.)

A. Add Most Voted

B. Edit Most Voted

C. Publish

D. Manage

E. New Most Voted

[Hide Answer](#)

Suggested Answer: BDE

Community vote distribution

ABE (93%)

7%

by [smeagel](#) at Jan. 2, 2023, 12:37 p.m.

Comments

[jjn9306](#) 2 months, 3 weeks ago

Selected Answer: ABE

D. is not correct. In Utah, there are no UI Actions named "manage", but there are "Add" UI Actions
upvoted 1 times

[f5003a6](#) 3 months, 2 weeks ago

Selected Answer: ABE

A. Add
B. Edit
E. New
upvoted 2 times

[servicepow](#) 1 year ago

Selected Answer: ABE

ABE correct answer
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 238 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 238

Topic #: 1

[\[All CSA Questions\]](#)

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. Data Policy**
- D. Field Criteria Policy

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by PappyFox at April 25, 2023, 8:24 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. Data Policy
upvoted 1 times

Kev06 11 months, 2 weeks ago

shouldn't this be D - field criteria policy?
upvoted 1 times

PappyFox 1 year, 2 months ago

Selected Answer: C

C is correct
upvoted 3 times



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EXAM CSA TOPIC 1 QUESTION 239 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 239

Topic #: 1

[\[All CSA Questions\]](#)

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

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

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

A (100%)

by [SemperJulio7](#) at Jan. 31, 2023, 10:10 p.m.

Comments

[f5003a6](#) 3 months, 2 weeks ago

Selected Answer: A

A. Application Navigator
upvoted 1 times

[ba14741](#) 3 months, 3 weeks ago

Selected Answer: A

It's A
upvoted 1 times

[PappyFox](#) 1 year, 2 months ago

Selected Answer: A

Answer is A
upvoted 4 times

[SofiHAn](#) 1 year, 3 months ago

Selected Answer: A

Answer should be A



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Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 240 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 240

Topic #: 1

[\[All CSA Questions\]](#)

What catalog tool would you use to create a catalog item or record producer?

A. Catalog Builder Most Voted

B. Workflow Designer

C. Catalog Designer

D. Catalog Formatter

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by PappyFox at April 25, 2023, 8:25 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: A

A. Catalog Builder
upvoted 2 times

PappyFox 1 year, 2 months ago

Selected Answer: A

A is the correct answer
upvoted 3 times

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[Get Unlimited Access](#)**↳ Servicenow Discussions****EXAM CSA TOPIC 1 QUESTION 241 DISCUSSION**

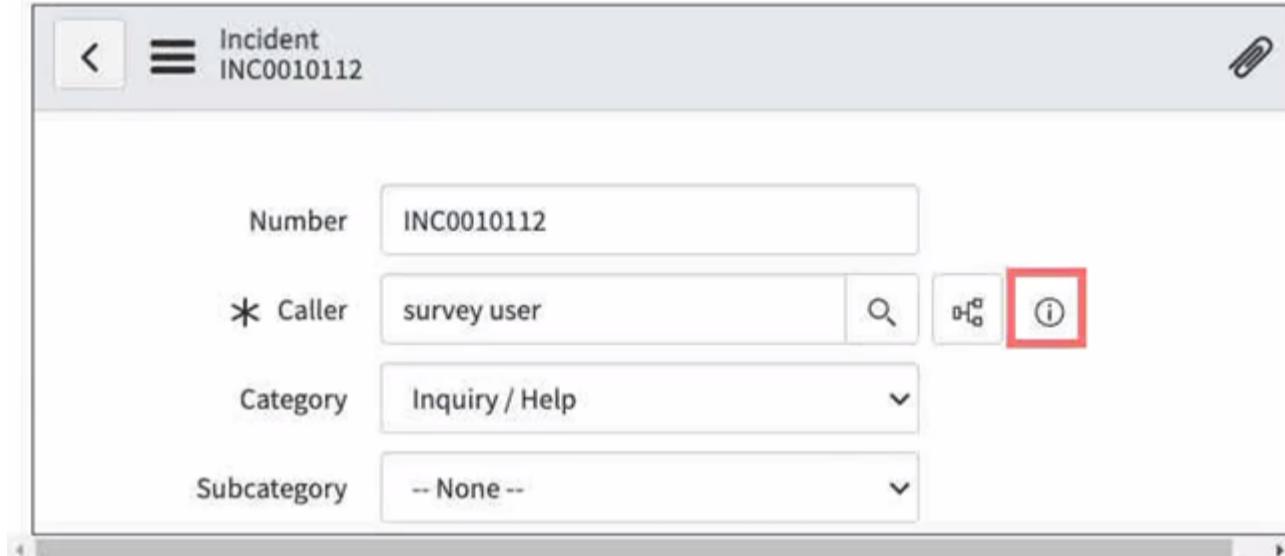
Actual exam question from ServiceNow's CSA

Question #: 241

Topic #: 1

[\[All CSA Questions\]](#)

On a form, which type of field has this icon which can be clicked, to see a preview of the associated record?



- A. Lookup
- B. Preview
- C. Reference Most Voted
- D. Snapshot
- E. Quickview
- F. Drilldown

[Hide Answer](#)**Suggested Answer: C***Community vote distribution*

C (79%)

B (21%)

by Kgauza at Feb. 27, 2023, 11:01 a.m.

Comments



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EXAM CSA TOPIC 1 QUESTION 242 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 242

Topic #: 1

[\[All CSA Questions\]](#)

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

- A. Click on the Context menu, select Add Tag, type Special Handling, press enter
- B. Click on the More options (...) icon, click Add Tag, type Special Handling, press enter
- C. On the Tag field, select Special Handling from the choice list
- D. On the Special Handling field, check the box

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by [Shakir2023](#) at March 10, 2023, 9:22 p.m.

Comments

[f5003a6](#) 3 months, 2 weeks ago

Selected Answer: B

B. Click on the More options (...) icon, click Add Tag, type Special Handling, press enter
upvoted 1 times

[Kubis](#) 10 months, 1 week ago

Selected Answer: B

Just tested it in my instance - B is correct.
upvoted 1 times

[PappyFox](#) 1 year, 2 months ago

Selected Answer: B

B is the correct answer
upvoted 1 times

[al3xunder](#) 1 year, 3 months ago

B is the right answer
upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 243 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 243

Topic #: 1

[\[All CSA Questions\]](#)

What feature allows you to limit who is able to contribute or read knowledge within a knowledge base?

- A. Roles
- B. Groups
- C. User Criteria
- D. Categories

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by yo_mamma at April 6, 2023, 1:32 a.m.

Comments

PappyFox 1 year, 2 months ago

[Selected Answer: C](#)

C is the correct answer
upvoted 2 times

yo_mamma 1 year, 3 months ago

C is correct
<https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/diagnose-knowledge-user-criteria.html>
upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 244 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 244

Topic #: 1

[\[All CSA Questions\]](#)

When moving a homepage or dashboard between instances, what must you remember?

- A. Manually add them to the update set
- B. They cannot be moved via update set
- C. They are automatically added to the update set
- D. Create a separate update set for them

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by PappyFox at April 25, 2023, 8:29 p.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: A](#)

A. Manually add them to the update set
upvoted 1 times

PappyFox 1 year, 2 months ago

[Selected Answer: A](#)

A is the correct answer
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 245 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 245

Topic #: 1

[\[All CSA Questions\]](#)

What is the platform name for the Group table?

- A. sys_groups
- B. group
- C. sys_user_group
- D. sys_group

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by PappyFox at April 25, 2023, 8:29 p.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: C](#)

C. sys_user_group
upvoted 1 times

PappyFox 1 year, 2 months ago

[Selected Answer: C](#)

C is the correct answer
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 246 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 246

Topic #: 1

[\[All CSA Questions\]](#)

Many actions are included with flow designer, what are some frequently used core actions? (Choose four.)

A. Look for Update

B. Create Record

C. Ask for Approval

D. Look Up Record

E. Wait for Condition

F. Wait for Match

[Hide Answer](#)

Suggested Answer: BCDE

Community vote distribution

BCDE (100%)

by [yo_mamma](#) at April 6, 2023, 1:40 a.m.

Comments

[f5003a6](#) 3 months, 2 weeks ago

Selected Answer: BCDE

- B. Create Record
- C. Ask for Approval
- D. Look Up Record
- E. Wait for Condition

upvoted 1 times

[PappyFox](#) 1 year, 2 months ago

Selected Answer: BCDE

BCDE is the correct answer
upvoted 1 times

[yo_mamma](#) 1 year, 3 months ago



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📄 EXAM CSA TOPIC 1 QUESTION 247 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 247

Topic #: 1

[\[All CSA Questions\]](#)

What role enables someone to authorize a request, with no other permissions on the platform?

A. Approval Group [approval_group]

B. Authorize [authorize_user]

C. Reviewer [reviewer_user]

D. Verification [verify_user]

E. Approver [approver_user]

[Hide Answer](#)

Suggested Answer: E

Community vote distribution

E (100%)

by [yo_mamma](#) at April 6, 2023, 1:41 a.m.

Comments

✉ [f5003a6](#) 3 months, 2 weeks ago

[Selected Answer: E](#)

E. Approver [approver_user]

upvoted 1 times

✉ [PappyFox](#) 1 year, 2 months ago

[Selected Answer: E](#)

E is the correct answer

upvoted 1 times

✉ [Qwertydry](#) 7 months ago

Hi bro, can you pls share your Account Details with me? pls help me to study bro...

upvoted 1 times

✉ [yo_mamma](#) 1 year, 3 months ago

E is correct



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📄 EXAM CSA TOPIC 1 QUESTION 248 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 248

Topic #: 1

[\[All CSA Questions\]](#)

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. Can Read

D. Can Write

E. Can Author

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

A (100%)

by jjjrrferere at Nov. 25, 2022, 3:38 a.m.

Comments

✉ **jjjrrferere** Highly Voted 1 year, 7 months ago

The question is confusing, it seems like the correct answer would be "cannot contribute" which is not an option. If you *only* select "can read" then inherently those users can only read and not contribute. So technically this may be the correct answer
https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html
upvoted 11 times

✉ **Fantastikaspiration** Most Recent 1 week, 3 days ago

Answer is A. On P.223 in the Vancouver study guide: User Criteria records are accessed from the Can read or Can contribute related lists.
upvoted 1 times

✉ **BrooksieOwl** 3 months, 4 weeks ago

None of these are correct. As jjjrrferere says correct answer is "Cannot Contribute". This is a duplicate of question 123 so you can ignore this question as 123 has the Cannot Contribute option
upvoted 1 times

✉ **FATMASAAL2** 9 months, 2 weeks ago

The answer should be "cannot contribute"
https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

Actual exam question from ServiceNow's CSA

Question #: 249

Topic #: 1

[\[All CSA Questions\]](#)

What types of entities can receive task assignments, in ServiceNow? (Choose two.)

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

[Hide Answer](#)

Suggested Answer: AC

Community vote distribution

AC (100%)

by  [yo_mamma](#) at April 6, 2023, 1:44 a.m.

Comments

 [f5003a6](#) 3 months, 2 weeks ago

[Selected Answer: AC](#)

- A. Users
 - C. Groups
- upvoted 1 times

 [PappyFox](#) 1 year, 2 months ago

[Selected Answer: AC](#)

- AC is the correct answer
upvoted 1 times

 [yo_mamma](#) 1 year, 3 months ago

- AC is correct
upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 250 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 250

Topic #: 1

[\[All CSA Questions\]](#)

The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, titles and legend layout?

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

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by dflexin at Feb. 15, 2023, 3:15 a.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: D

D. Style

upvoted 1 times

buchibabe 10 months, 1 week ago

D is correct. Page 267 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 2 times

PappyFox 1 year, 2 months ago

Selected Answer: D

D is the correct answer

upvoted 1 times

yo_mamma 1 year, 3 months ago

D is correct

https://docs.servicenow.com/bundle/utah-now-intelligence/page/use/reporting/task/t_CreateYourOwnReport.html



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EXAM CSA TOPIC 1 QUESTION 251 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 251

Topic #: 1

[\[All CSA Questions\]](#)

How would you distinguish between a Base Class table and a Parent Class table?

- A. Extended tables are always extended from Parent tables. Extended tables are usually extended from Base tables.
- B. Extended tables can be extended from Parent tables or Base tables; but they cannot be extended from both.
- C. Base Class tables always have tables extended from them. Parent tables do not have tables extended from them.
- D. Base Class table is not extended from another table, Parent class tables may be extended from another table.

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by memope at March 10, 2023, 5:11 p.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: D](#)

D. Base Class table is not extended from another table, Parent class tables may be extended from another table.
upvoted 1 times

PappyFox 1 year, 2 months ago

[Selected Answer: D](#)

D is the correct answer
upvoted 2 times

yo_mamma 1 year, 3 months ago

D is correct
upvoted 1 times

memope 1 year, 4 months ago

From the Table extensions and classes in ServiceNow Product documentation
"A table that extends another table is called a child class, and the table it extends is the parent class. A table can be both a parent and child class both extending and providing extensions for other tables. A parent class that is not an extension of another table is called a base class."



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EXAM CSA TOPIC 1 QUESTION 252 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 252

Topic #: 1

[\[All CSA Questions\]](#)

When a custom table is created, which access control rules are automatically created? (Choose four.)

A. create

B. delete

C. execute

D. update

E. read

F. write

[Hide Answer](#)

Suggested Answer: AB~~E~~F

Community vote distribution

ABEF (100%)

by PappyFox at April 25, 2023, 8:40 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: AB~~E~~F

A. create

B. delete

E. read

F. write

upvoted 1 times

5852843 7 months, 1 week ago

I feel like this is a bit of a trick question. Write = allows users to update records in a table. The acronym CRUD uses update vs delete. I think update is also a correct answer.

upvoted 3 times

manikanta_gnbv 6 months, 2 weeks ago

No Confusion on that because it has mentioned clearly in the snaf vancouver book that when a table is created it automatically creates the acls that are CREATE, READ, WRITE, DELETE thats it and no update or anything else.



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EXAM CSA TOPIC 1 QUESTION 253 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 253

Topic #: 1

[\[All CSA Questions\]](#)

Which banner icon do you use to change your personal system settings, like your instance color scheme?

- A. Magnifier
- B. Question mark
- C. Gear**
- D. Chat bubbles

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by yo_mamma at April 6, 2023, 1:54 a.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. Gear

upvoted 1 times

MACCA81 4 months, 2 weeks ago

Selected Answer: C

C is correct from the answers provided, but technically, in the latest versions of SN, the gear icon is no longer on the banner. It appears in the User Profile settings (when you click on the user profile pic)

upvoted 1 times

PappyFox 1 year, 2 months ago

Selected Answer: C

c is the correct answer

upvoted 1 times

yo_mamma 1 year, 3 months ago

C is correct



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EXAM CSA TOPIC 1 QUESTION 254 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 254

Topic #: 1

[\[All CSA Questions\]](#)

Which banner icon do you use to change your personal system settings, like your instance color scheme?

- A. Magnifier
- B. Question mark
- C. Gear
- D. Chat bubbles

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by yo_mamma at April 6, 2023, 1:54 a.m.

Comments

MACCA81 4 months, 2 weeks ago

[Selected Answer: C](#)

C is correct from the answers provided, but technically, in the latest versions of SN, the gear icon is no longer on the banner. It appears in the User Profile settings (when you click on the user profile pic)

upvoted 1 times

yo_mamma 1 year, 3 months ago

Question is repeated / C is correct
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 255 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 255

Topic #: 1

[\[All CSA Questions\]](#)

When building an extended table from a base table, which fields do you need to create? (Choose two.)

- A. The fields that are not in the base table. Most Voted
- B. The mandatory fields for the base table.
- C. The fields that are specific to the extended table. Most Voted
- D. The reference fields for the base table.

[Hide Answer](#)

Suggested Answer: AD

Community vote distribution

AC (100%)

by Vishy123 at Dec. 24, 2022, 12:35 p.m.

Comments

PappyFox 1 year, 2 months ago

Selected Answer: AC

AC is the correct answer

upvoted 1 times

Qwertydry 7 months ago

Can you pls give me your account details... I need to study bro...

Or Can you pls drop any comment in every question bro.... Please bro...

upvoted 2 times

evoken 1 year, 4 months ago

Selected Answer: AC

Only And C make sense

upvoted 2 times

Spiderman5000 1 year, 6 months ago

Selected Answer: AC

Actual exam question from ServiceNow's CSA

Question #: 256

Topic #: 1

[\[All CSA Questions\]](#)

While showing a customer their Incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that? (Choose two.)

- A. Right click on Priority and select Configure Label
- B. Right click on Priority and select Configure Dictionary
- C. Right click on Priority and select Configure Display Settings
- D. Right click on Priority and select Configure Column

[Hide Answer](#)

Suggested Answer: AB

Community vote distribution

AB (100%)

by  [PappyFox](#) at April 25, 2023, 8:43 p.m.

Comments

 [f5003a6](#) 3 months, 2 weeks ago

Selected Answer: AB

- A. Right click on Priority and select Configure Label
 - B. Right click on Priority and select Configure Dictionary
- upvoted 1 times

 [Dekoreh](#) 1 year ago

AB is very correct
upvoted 1 times

 [PappyFox](#) 1 year, 2 months ago

Selected Answer: AB

AB is the correct answer
upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 257 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 257

Topic #: 1

[\[All CSA Questions\]](#)

As administrator, what must you do to access features of High Security Settings?

- A. Impersonate Security Admin
- B. Select Elevate Roles
- C. Add security_admin role to your user account
- D. Use System Administration > Elevate Roles module

[Show Suggested Answer](#)

by [smeagel](#) at Jan. 2, 2023, 1:14 p.m.

Comments

Kubis 10 months, 1 week ago

Selected Answer: B

B - You will click on user menu in top right corner and click Elevate role, click checkbox security_admin
upvoted 1 times

PappyFox 1 year, 2 months ago

Selected Answer: B

B is the correct answer
upvoted 4 times

yo_mamma 1 year, 3 months ago

B is correct
upvoted 3 times

tonko8585 1 year, 3 months ago

There is no such role as security_admin. I believe it is B
upvoted 1 times

RGGG 1 year, 4 months ago

B is correct
upvoted 2 times

evoken 1 year, 4 months ago

Actual exam question from ServiceNow's CSA

Question #: 258

Topic #: 1

[\[All CSA Questions\]](#)

What section on the notes tab, shows the history of the work documented on the record?

- A. Audit Log
- B. Timeline
- C. Journal
- D. Diary
- E. Activity

[Hide Answer](#)

Suggested Answer: E

Community vote distribution

E (100%)

by  [PappyFox](#) at April 25, 2023, 8:44 p.m.

Comments

  [benarji](#) 1 week, 3 days ago

E. An Activity Log (also known as an Activity Diary or a Job Activity Log) is a written record of how you spend your time. By keeping an Activity Log for a few days, you can build up an accurate picture of what you do during the day, and how you invest your time.

upvoted 1 times

  [studyGUYd](#) 1 year, 1 month ago

E

Activity Stream

upvoted 1 times

  [PappyFox](#) 1 year, 2 months ago

Selected Answer: E

E is the correct answer

upvoted 1 times

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Actual exam question from ServiceNow's CSA

Question #: 259

Topic #: 1

[\[All CSA Questions\]](#)

How would you navigate to the Schema map for a table?

- A. System Definition > Tables; Select Table; Go to Related links and click Show Schema Map
- B. System Dictionary > Show Schema Map; Select Table
- C. System Definition > Show Schema Map; Select Table
- D. System Definition > Dictionary; Select Table; Go to Related links and click Show Schema Map

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by  [yo_mamma](#) at April 6, 2023, 2 a.m.

Comments

  [benarji](#) 5 days, 11 hours ago

Answer: A
System Definition->Select Table->View Schema Map
upvoted 1 times

  [PappyFox](#) 1 year, 2 months ago

Selected Answer: A
A is the correct answer
upvoted 1 times

  [yo_mamma](#) 1 year, 3 months ago

Most likely answer is A
https://docs.servicenow.com/bundle/utah-application-development/page/administer/table-administration/task/t_GenerateASchemaMap.html
upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 260 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 260

Topic #: 1

[\[All CSA Questions\]](#)

Which is the base table of the configuration management database hierarchy?

A. cmdb_ci Most Voted

B. cmdb Most Voted

C. cmdb_rel_ci

D. ucmdb

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (67%)

A (33%)

by it0m_man at Feb. 20, 2023, 1:23 a.m.

Comments

MACCA81 4 months, 1 week ago

Selected Answer: B

It's B

upvoted 2 times

manikanta_gnbv 6 months, 2 weeks ago

Selected Answer: B

cmdb is the base table

upvoted 1 times

al3xunder 6 months, 3 weeks ago

Selected Answer: B

CMDB is correct.

upvoted 2 times

chatterbox13 7 months, 3 weeks ago

Selected Answer: B



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EXAM CSA TOPIC 1 QUESTION 261 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 261

Topic #: 1

[\[All CSA Questions\]](#)

Which best describes a field in a ServiceNow table?

- A. A field is a table row.
- B. A field is an item that appears in a menu list.
- C. A field is a table cell that stores data. Most Voted
- D. A field is a record in a table. Most Voted

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (74%)

D (26%)

by ALDADI at Nov. 29, 2022, 5:09 p.m.

Comments

gedgy 2 weeks, 5 days ago

Selected Answer: D

The answer is D per the following ServiceNow Doc link. Technically, C and D are both correct but ServiceNow uses the word "record". In the world of databases of course a field is a piece of data in a cell. Yet, I will remind you that ServiceNow likes the word record. I will also say that the term in all the ServiceNow training uses the phrase 'everything in ServiceNow is a record in a table'.

https://docs.servicenow.com/en-US/bundle/tokyo-platform-user-interface/page/use/using-forms/concept/c_FormFields.html
upvoted 1 times

f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. A field is a table cell that stores data.
Record is a raw on table. so D is not correct.
upvoted 3 times

lica09 4 months ago

Selected Answer: C

Record is a row in a table.



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EXAM CSA TOPIC 1 QUESTION 262 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 262

Topic #: 1

[\[All CSA Questions\]](#)

What are examples of UI Actions relating to forms? (Choose three.)

A. Form Columns

B. Form View

C. Form Buttons

D. Form Context Menu

E. Form Links

[Hide Answer](#)

Suggested Answer: CDE

Community vote distribution

CDE (100%)

by PappyFox at April 25, 2023, 8:49 p.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: CDE

- C. Form Buttons
 - D. Form Context Menu
 - E. Form Links
- upvoted 1 times

manikanta_gnbv 6 months, 2 weeks ago

Selected Answer: CDE

100 % CDE
upvoted 1 times

buchibabe 10 months, 1 week ago

CDE is correct. Page 436 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 2 times

Dekoreh 1 year ago



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EXAM CSA TOPIC 1 QUESTION 263 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 263

Topic #: 1

[\[All CSA Questions\]](#)

Here is an example of the criteria set for a knowledge base:

- Companies: ACME North America
- Departments: HR
- Groups: ACME Managers
- Match All: Yes

In this example, what users would have access to this knowledge base?

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

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by PappyFox at April 25, 2023, 8:50 p.m.

Comments

manikanta_gnbv 6 months, 2 weeks ago

Selected Answer: A

it's A

upvoted 2 times

dnbly 11 months, 1 week ago

None of the above? Seems to be a common thing on these questions. A is close but the group name is specified as Managers but the answer says Manager so.....

upvoted 2 times

PappyFox 1 year, 2 months ago



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EXAM CSA TOPIC 1 QUESTION 264 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 264

Topic #: 1

[\[All CSA Questions\]](#)

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

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

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by PappyFox at April 25, 2023, 8:51 p.m.

Comments

PappyFox 1 year, 2 months ago

[Selected Answer: A](#)

A is the correct answer
upvoted 1 times

Qwertydry 7 months ago

Can you pls give me your account details... I need to study bro...
My Reddit: Conscious_Can_2005

Or Can you pls drop any comment in every question bro.... Please bro...
upvoted 1 times

Actual exam question from ServiceNow's CSA

Question #: 265

Topic #: 1

[\[All CSA Questions\]](#)

A customer has asked for the following updates to a form:

- Make Resolution code Mandatory, when state is changed to Resolved
- Hide Major Incident check box, unless logged in user has Major Incident Manager role

What type of rule(s) would you use to implement this requirement?

- A. Form Constraint
- B. UI Design
- C. Field Limiter
- D. UI Policy**
- E. Dictionary Design

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by  [PappyFox](#) at April 25, 2023, 8:51 p.m.

Comments

 [manikanta_gnbv](#) 6 months, 2 weeks ago

Selected Answer: D

D is the answer
upvoted 1 times

 [PappyFox](#) 1 year, 2 months ago

Selected Answer: D

D is the correct answer
upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 266 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 266

Topic #: 1

[\[All CSA Questions\]](#)

What setting allows users to view a Knowledge Base article even if they are not logged in?

- A. The Public setting
- B. The View All setting
- C. The ESS role
- D. The Allow All role

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by evoken at Feb. 25, 2023, 9 a.m.

Comments

MACCA81 4 months, 2 weeks ago

This Question is really confusing. I wonder if it's from an outdated version ServiceNow or I just don't understand it, but in the Vancouver CSA fundamentals book it's clearly stated that "If there's no user criteria specified in the "Can Read" related list then the Knowledge Base becomes open to the public." Same is the information in the ServiceNow forums: "To make a Knowledge base public navigate to Knowledge > Administration > Knowledge Bases. Select the knowledge base you want to make public. Go to the Can Read section or tab and remove any entries from the list. That way everyone gets read permission on all articles in that knowledge base."

I could not find any information anywhere about a specific "Public setting".

Nevertheless, I would probably have to go for answer A as the other ones are even more meaningless.

upvoted 1 times

ClockWork 3 months ago

The key item to note in the question is that the user is NOT logged in. If the person is not even logged in then there is no authentication or access control to consider. It's a public user and therefore the article must have public setting. Anyone on the internet can view it.

upvoted 1 times

PappyFox 1 year, 2 months ago

Selected Answer: A

A is the correct answer

upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 268 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 268

Topic #: 1

[\[All CSA Questions\]](#)

How is the ServiceNow platform set up so that Administrators can easily configure their instances to send an email at the end of an upgrade?

- A. Administrators can update the email notification named "System Upgraded" in the System Logs module by adding the appropriate User to receive it.
- B. Administrators can update the email notification named "System Upgraded" in the Notifications module by adding the appropriate User to receive it. Most Voted
- C. Administrators can write a Client Script to send out an email to the Administrator when an Update is complete.
- D. Administrators can write a Business Rule to send out an email to the Administrator when an Update is complete.

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (83%)

D (17%)

by ellitetka at March 9, 2023, 1:38 p.m.

Comments

✉ faiz10001 Highly Voted 9 months ago

Selected Answer: B

checked in Notification module, when to send-> send when(event is fired)->event name(system.upgraded)
upvoted 5 times

✉ MACCA81 Most Recent 4 months, 2 weeks ago

Selected Answer: B

Even not knowing for sure if there's a "System Upgraded" notification out of the box, I would go with B - First of all notifications are available in System Notification -> E-mail -> Notifications (so that rules out A), second of all why would the administrator want to send a notification for a completed upgrade (through a Client Script or a Business Rule) to himself? That rules out C and D. So B is the only plausible one.
But to confirm my logic I also went in and checked in my out of the box personal development instance and there is indeed a "System Upgraded" notification in System Notification -> E-mail -> Notifications

upvoted 2 times

✉ Manny1218 8 months, 2 weeks ago

Selected Answer: B



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EXAM CSA TOPIC 1 QUESTION 269 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 269

Topic #: 1

[\[All CSA Questions\]](#)

A customer wants to be able to identify and track components of their infrastructure that support their eCommerce service. What ServiceNow products could support this requirement? (Choose three.)

A. Asset Management

B. Discovery Most Voted

C. Configuration Management (CMDB) Most Voted

D. Service Mapping Most Voted

E. Performance Analytics

[Hide Answer](#)

Suggested Answer: ACD

Community vote distribution

BCD (62%)

ABC (38%)

by ALDADI at Nov. 30, 2022, 5:27 p.m.

Comments

ALDADI Highly Voted 1 year, 7 months ago

Selected Answer: BCD

Asset Management is out of scope for CSA.

upvoted 5 times

al3xunder Most Recent 6 months, 3 weeks ago

Selected Answer: BCD

<https://www.servicenow.com/blogs/2023/steps-better-infrastructure-visibility.html#Adopt%20A%20Phased%20Plan%20of%20Attack>
upvoted 2 times

GoldenDisciple2 6 months, 3 weeks ago

Selected Answer: ABC

ABC makes the most since to me based off of google searches, comments, and ServiceNow documentation.
upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 270 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 270

Topic #: 1

[\[All CSA Questions\]](#)

For your implementation, the following tables are extended from each other:

- Incident table is extended from Task table.
- Super Incident table is extended from Incident table.

In this situation, which table(s) are Parent, Child and Base tables? (Choose five.)

A. Super Incident table is a Parent table

B. Incident table is a Child table

C. Super Incident table is a Base table

D. Incident table is a Base table

E. Task table is a Child table

F. Incident table is a Parent table

G. Super Incident table is a Child table

H. Task table is a Parent table

I. Task table is a Base table

[Hide Answer](#)

Suggested Answer: BGHFI

Community vote distribution

BFGHI (100%)

by Raxon at Nov. 5, 2023, 3:29 a.m.

Comments

f5003a6 3 months, 2 weeks ago

Selected Answer: BFGHI

- B. Incident table is a Child table
- F. Incident table is a Parent table
- G. Super Incident table is a Child table



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EXAM CSA TOPIC 1 QUESTION 271 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 271

Topic #: 1

[\[All CSA Questions\]](#)

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Scheduled Reports
- B. Performance Analytics**
- C. Analytics Reports
- D. Reporting

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by [yo_mamma](#) at April 6, 2023, 2:13 a.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: B](#)

B. Performance Analytics
upvoted 1 times

yo_mamma 1 year, 3 months ago

B is correct
<https://docs.servicenow.com/bundle/utah-now-intelligence/page/use/performance-analytics/concept/pa-overview.html>
upvoted 2 times

Actual exam question from ServiceNow's CSA

Question #: 272

Topic #: 1

[\[All CSA Questions\]](#)

Which type of ServiceNow script runs on the web browser?

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

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by  [yo_mamma](#) at April 6, 2023, 2:14 a.m.

Comments

 [f5003a6](#) 3 months, 2 weeks ago

[Selected Answer: C](#)

C. Client script
upvoted 1 times

 [Certs_Hub](#) 6 months, 2 weeks ago

[Selected Answer: C](#)

C correct.
upvoted 1 times

 [yo_mamma](#) 1 year, 3 months ago

C is correct
<https://docs.servicenow.com/bundle/utah-application-development/page/script/client-scripts/concept/client-scripts.html>
upvoted 3 times

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EXAM CSA TOPIC 1 QUESTION 273 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 273

Topic #: 1

[\[All CSA Questions\]](#)

When selecting the Target table for an import, which tables can you select? (Choose three.)

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

[Hide Answer](#)

Suggested Answer: BDE

Community vote distribution

BDE (100%)

by buchibabe at Sept. 1, 2023, 9:02 p.m.

Comments

MACCA81 4 months, 2 weeks ago

Selected Answer: BDE

Yes, the answer is BDF, found on page 176 of the SA fundamentals - Vancouver edition
upvoted 1 times

MACCA81 4 months, 2 weeks ago

Yes, the answer is BDF, found on page 176 of the SA fundamentals - Vancouver edition
upvoted 1 times

MACCA81 4 months, 2 weeks ago

BDE I mean

upvoted 1 times

Certs_Hub 6 months, 2 weeks ago

Selected Answer: BDE

BDE is correct



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EXAM CSA TOPIC 1 QUESTION 275 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 275

Topic #: 1

[\[All CSA Questions\]](#)

What tool is used to import data from various data sources, and map that data into ServiceNow tables?

- A. Transform Set
- B. Data Pack
- C. Update Set
- D. Import Set

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by [buchibabe](#) at Sept. 1, 2023, 9:06 p.m.

Comments

Certs_Hub 6 months, 2 weeks ago

[Selected Answer: D](#)

D is correct as per chatgpt.

upvoted 1 times

buchibabe 10 months, 1 week ago

D is correct. Page 389 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 274 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 274

Topic #: 1

[\[All CSA Questions\]](#)

On Access Control Definitions, what are ways you can set the permissions on a Table? (Choose three.)

- A. Conditional Expressions
- B. Roles
- C. CRUD
- D. Script that sets the answer variable to true or false
- E. Groups

[Hide Answer](#)

Suggested Answer: ABD

by [rittersporter](#) at Jan. 16, 2023, 2:27 p.m.

Comments

Sallex 1 year, 4 months ago

Update for the Utah release, basically same thing as what rittersporter post but the URL change

<https://docs.servicenow.com/en-US/bundle/utah-platform-security/page/administer/contextual-security/concept/access-control-rules.html>
upvoted 1 times

rittersporter 1 year, 5 months ago

Documentation: <https://docs.servicenow.com/bundle/tokyo-platform-security/page/administer/contextual-security/concept/access-control-rules.html>
upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 276 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 276

Topic #: 1

[\[All CSA Questions\]](#)

When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Client
- B. Network
- C. Browser
- D. Server Most Voted

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

D (100%)

by ALDADI at Nov. 25, 2022, 12:23 a.m.

Comments

benarji 5 days, 12 hours ago

D. Server: When you set a policy that applies to all data entered into the platform, such as through the UI (User Interface), Import Sets, or Web Services, the policy is typically enforced on the server side. The server is responsible for processing and validating the data that is being entered into the platform. By running the policy on the server, the platform can ensure consistent enforcement of the policy rules regardless of the entry point (UI, Import Sets, or Web Services) used to submit the data. This helps maintain data integrity and security across the platform.

upvoted 1 times

Certs_Hub 6 months, 2 weeks ago

Selected Answer: D

D server as per chatgpt.

upvoted 1 times

al3xunder 6 months, 3 weeks ago

Selected Answer: D

SERVER

upvoted 1 times

val7223 1 year ago



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EXAM CSA TOPIC 1 QUESTION 277 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 277

Topic #: 1

[\[All CSA Questions\]](#)

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. User Menu
- B. Content Fame
- C. Application Navigator
- D. Module

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by RGGG at March 10, 2023, 7:11 a.m.

Comments

BrooksieOwl 3 months, 4 weeks ago

Q277 is a duplicate of Q190 but they have different answers. Q190 answer is Banner and Q277 answer is User Menu. Neither gives these options in the other question. Both answers are right, however. Open the User menu by clicking your user avatar in the ServiceNow banner. Select the Impersonate user menu item. In the Select a user to impersonate dialog, enter the name of the user to impersonate in the Search for a user field. Select the user from the list and click the Impersonate user button.

upvoted 1 times

RGGG 1 year, 4 months ago

Selected Answer: A

A is correct

upvoted 4 times



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EXAM CSA TOPIC 1 QUESTION 278 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 278

Topic #: 1

[\[All CSA Questions\]](#)

How would you describe the relationship between the Incident and Task table?

- A. Incident table has a one to many relationship with the Task table
- B. Incident table is extended from Task table
- C. Incident table is related to the Task table via the INC number
- D. Incident table has a many to many relationship with the Task table
- E. Incident table is a database view of the Task table

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

A (100%)

by EricSon at Oct. 30, 2023, 1:37 a.m.

Comments

gedgy 1 month ago

Answer is B because it describes the fundamental relationship between the two tables.

upvoted 1 times

9125fbf 2 months ago

[Selected Answer: A](#)

Answer is A, one to many relationship describing one incident to having many tasks for a single incident

upvoted 1 times

chrisRY 4 months, 3 weeks ago

It's a easy to read over relationship. It's A

upvoted 1 times

SNPCSA 5 months ago

In question it clearly says - relationship between..

Option A describes relationship.

upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 279 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 279

Topic #: 1

[\[All CSA Questions\]](#)

Which flow components allow you to specify when a flow should be run?

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

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by **buchibabe** at Sept. 1, 2023, 9:09 p.m.

Comments

✉ **Certs_Hub** 6 months, 2 weeks ago

[Selected Answer: D](#)

D per chatgpt.
upvoted 1 times

✉ **buchibabe** 10 months, 1 week ago

D is correct. Page 233 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 280 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 280

Topic #: 1

[\[All CSA Questions\]](#)

Which feature helps to automatically allocate a critical, high-priority, service request to the appropriate assignment group or team member?

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

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by spradeep233 at Dec. 26, 2022, 7:28 p.m.

Comments

Certs_Hub 6 months, 2 weeks ago

[Selected Answer: A](#)

In ServiceNow, Assignment Rules are used to automatically allocate tasks, incidents, or service requests to the appropriate assignment group or team member based on specified criteria. These rules help streamline the assignment process and ensure that critical or high-priority items are directed to the appropriate individuals or groups for prompt resolution.

upvoted 1 times

5852843 7 months, 1 week ago

A is the correct answer. The Assignment rules module allows you to automatically set a value in the assigned_to and assignment_group fields when a set of conditions occurs.

An assignment rule must also meet these additional criteria to run:

The task record has been created or updated. Assignment rules do not apply to unsaved changes on a form.

The task record must be unassigned. The record cannot have an existing value for either the assigned_to or assignment_group fields. Assignment rules cannot overwrite existing assignments (including assignments set by a default value or a previously run assignment rule).

The assignment rule is the first rule that matches the table and conditions. If more than one assignment rule matches the conditions, only the rule with the lowest order value runs.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 281 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 281

Topic #: 1

[\[All CSA Questions\]](#)

The Report Designer contains different sections for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report?

- A. Type
- B. Properties
- C. Configure
- D. Sources
- E. Data Most Voted

[Hide Answer](#)

Suggested Answer: E

Community vote distribution

E (80%) D (20%)

by studyGUYd at June 8, 2023, 6:54 p.m.

Comments

MACCA81 4 months, 2 weeks ago

Selected Answer: E

E is the correct answer. The Report designer contains 4 sections:

Data - where the name of the report is specified and the data source

Type - Where you choose the report type (like pie chart, Bar chart, Pareto, etc)

Configure - where you can configure the report like what each section of the pie chart would represent, what would the axis on the Bar chart be, etc. You can also group data by a specific field or run calculations against the data

Style - This is where you make your report pretty. You can change the report labels and colours, etc.

upvoted 3 times

manikanta_gnbv 6 months, 2 weeks ago

Selected Answer: E

it is data

upvoted 1 times

Raxon 8 months, 1 week ago

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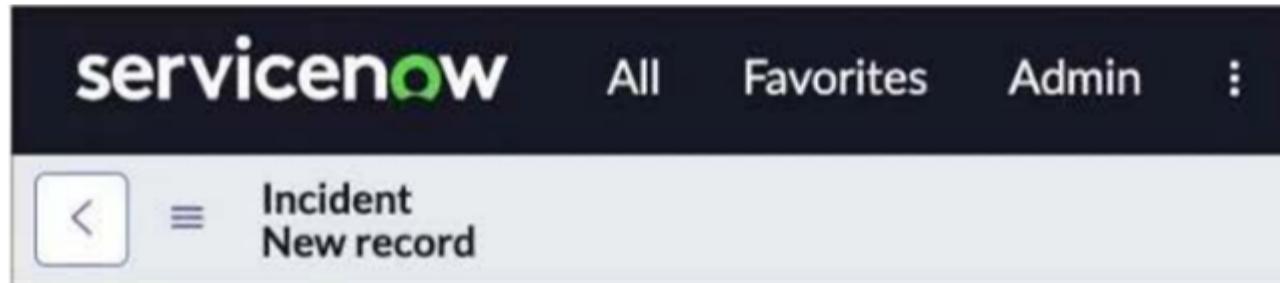
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[Get Unlimited Access](#)**↳ Servicenow Discussions****EXAM CSA TOPIC 1 QUESTION 282 DISCUSSION**

Actual exam question from ServiceNow's CSA

Question #: 282

Topic #: 1

[\[All CSA Questions\]](#)

You are editing a new incident record and would like the "Save" button to be located on the Form header. Which action would need to be taken for that button to appear?

- A. Context Menu > Form Design > add the "Save" button.
- B. All > System Properties > UI Properties > Turn on the "glide.ui.advanced" property.
- C. All > System Properties > UI Properties > Turn on the "Save" button. Most Voted
- D. Context Meru > Form Layout > add the "Save" button.

[Hide Answer](#)**Suggested Answer: A***Community vote distribution*

C (69%)

D (25%)

6%

by [Vishy123](#) at Dec. 24, 2022, 1:03 p.m.

Comments

ElifSurucu 2 days, 21 hours ago

Selected Answer: D

Form Layout: This is the area where you can configure the arrangement and placement of fields, buttons, and other elements on a form. Therefore, option D is the correct action to take to ensure that the "Save" button appears in the Form header when editing a new incident record in ServiceNow.

upvoted 1 times

ElifSurucu 2 days, 20 hours ago

Actual exam question from ServiceNow's CSA

Question #: 283

Topic #: 1

[\[All CSA Questions\]](#)

Which features ensures data consistency while importing data using import sets and web services?

- A. UI Policy
- B. Data Policy**
- C. Business Rule
- D. Client Script
- E. CSDM

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by  NowNoob at July 7, 2023, 7:59 a.m.

Comments

  **Ginfante** 7 months, 3 weeks ago

Selected Answer: B

Data Policies are applied to all data entered into the platform: form (UI), Import Sets or Web Services.

upvoted 1 times

  **M_Rami** 9 months, 3 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

  **NowNoob** 1 year ago

page 435, CSA Book (tokyo2022 version)

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 284 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 284

Topic #: 1

[\[All CSA Questions\]](#)

When using Flow Designer, what is the Flow Execution initiated by?

- A. A flow logic
- B. An existing subflow
- C. An execution data pill
- D. A trigger Most Voted

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by it0m_man at Feb. 22, 2023, 8:52 a.m.

Comments

Certs_Hub 6 months, 2 weeks ago

Selected Answer: D

In ServiceNow's Flow Designer, the flow execution is initiated by a trigger. Triggers are events or conditions that start the execution of a flow. They define when a flow should be activated based on specific criteria, such as the creation of a record, a scheduled time, or an external event.

upvoted 2 times

it0m_man 1 year, 4 months ago

Selected Answer: D

D is correct.

upvoted 3 times



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EXAM CSA TOPIC 1 QUESTION 285 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 285

Topic #: 1

[\[All CSA Questions\]](#)

What is the name of the string that displays filter criteria?

A. Breadcrumb Most Voted

B. Choice

C. Menu

D. Topic

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by it0m_man at Feb. 22, 2023, 8:51 a.m.

Comments

Certs_Hub 6 months, 2 weeks ago

Selected Answer: A

In ServiceNow, the string that displays filter criteria is commonly referred to as the "Breadcrumb." It shows the current filter conditions applied to a list or a module, making it easy for users to understand the context of the displayed data.

upvoted 3 times

it0m_man 1 year, 4 months ago

Selected Answer: A

A is the right answer.

upvoted 3 times



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📄 EXAM CSA TOPIC 1 QUESTION 286 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 286

Topic #: 1

[\[All CSA Questions\]](#)

Which system property is added and set to true in order to see impersonation events in the System Log?

- A. glide.sys.all_impersonation
- B. glide.user_setting
- C. glide.impersonation_setting
- D. glide.sys.log_impersonation Most Voted
- E. glide.sys.admin_login

[Hide Answer](#)

Suggested Answer: E

Community vote distribution

D (100%)

by [rittersporter](#) at Dec. 22, 2022, 10:37 a.m.

Comments

✉ [rittersporter](#) Highly Voted 1 year, 6 months ago

Selected Answer: D

https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055
upvoted 8 times

✉ [MACCA81](#) Most Recent 4 months, 2 weeks ago

Selected Answer: D

"Impersonation can be Enabled or Disabled for interactive sessions using the glide.sys.log_impersonation property" - taken from the SA Fundamentals E-book, Vancouver edition
upvoted 2 times

✉ [Certs_Hub](#) 6 months, 2 weeks ago

Selected Answer: D

D. glide.sys.log_impersonation

Setting this property to true allows the system to log events related to user impersonation in the system log.



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EXAM CSA TOPIC 1 QUESTION 287 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 287

Topic #: 1

[\[All CSA Questions\]](#)

What process allows users to create, categorize, review, approve and browse important information in a centralized location that is shared by the entire organization?

- A. Self Service Management
- B. Knowledge Management**
- C. Business Information Management
- D. Information Portal Management
- E. Knowledge-Centered Management

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by [Vishy123](#) at Jan. 6, 2023, 11:50 a.m.

Comments

Certs_Hub 6 months, 2 weeks ago

Selected Answer: B

Knowledge Management in ServiceNow allows users to create, categorize, review, approve, and browse important information in a centralized location that is shared by the entire organization. It involves creating a knowledge base where information, such as articles, FAQs, and other documentation, can be stored, managed, and accessed. This helps in sharing and leveraging collective knowledge within the organization.

upvoted 1 times

6d50eb7 7 months ago

Selected Answer: B

The question is what "process", only knowledge management is deemed as a process out of all the choices.

upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 288 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 288

Topic #: 1

[\[All CSA Questions\]](#)

A colleague wants to rearrange the columns on their My Work List. Once the user has navigated to the list, where should they navigate to select and arrange the columns?

- A. Right click on any column header, Context Menu > Configure > List Layout
- B. Click List Context Menu > Configure > List Layout
- C. Click List Context Menu > Personalize List
- D. Click Personalize List Most Voted

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

D (89%)

11%

by spradeep233 at Dec. 26, 2022, 7:09 p.m.

Comments

✉ Spiderman5000 Highly Voted 1 year, 6 months ago

Selected Answer: D

"A" is correct if you wish to change the layout for all. "D" is correct (in Tokyo) if you want to personalize.

upvoted 5 times

✉ Cplatt Most Recent 1 month, 3 weeks ago

This is a bit tricky because the entire time I'm thinking from an admin perspective and my colleague would also be an admin so Option A would be a logical choice for more control and dot walking capabilities if they need it. D is also correct. I guess the term "colleague" is where this can be tricky. I hope the test marks D as the correct answer.

upvoted 1 times

✉ MACCA81 4 months, 2 weeks ago

Selected Answer: D

Correct answer is D - This is the "Gear" icon on the right-hand side of the list header, and it's called Personalize List (hover over the gear icon and you'll see the name).

Answers A is incorrect as through this option you don't change your personal view of the list but the the list view for everyone, and only admins and specialized admins can do that.

B and C are not possible at all as on the List context menu there are NO Configure or Personalize List options.



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📄 EXAM CSA TOPIC 1 QUESTION 289 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 289

Topic #: 1

[\[All CSA Questions\]](#)

You are looking at a list of Active Incidents. You want to exclude Incidents with the state of Resolved. How might you do that?

- A. On Search, select State, type not Resolved, press enter
- B. On State column title, right-click, select Filter Out > Resolved
- C. On the list of records, locate and right-click on the Resolved value, select Filter Out Most Voted
- D. On the list of records, locate and right-click on the Resolved value, select Exclude
- E. Click Funnel icon, click AND, Select Resolved, is Not, State, click Run

[Hide Answer](#)

Suggested Answer: E

Community vote distribution

C (100%)

by [rittersporter](#) at Dec. 22, 2022, 10:42 a.m.

Comments

✉ **GoldBear** 7 months, 3 weeks ago

Selected Answer: C

C - is the correct answer.

upvoted 1 times

✉ **FATMASAAL2** 9 months, 2 weeks ago

Selected Answer: C

The answer should be C, I just tested it

upvoted 1 times

✉ **FATMASAAL2** 9 months, 2 weeks ago

The answer should be C, I just tested it

upvoted 1 times

✉ **varuns03** 1 year, 2 months ago

Selected Answer: C



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EXAM CSA TOPIC 1 QUESTION 290 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 290

Topic #: 1

[\[All CSA Questions\]](#)

Roles can inherit permissions from other roles. Which role inherits all of the permissions of the catalog role, and the user_criteria_admin role, plus has permissions to create Items and Services?

- A. Sys Admin [sys_admin]
- B. Catalog Admin [catalog_admin]**
- C. Catalog Author [sn_catalog_write]
- D. Item Admin [sn_item_admin]

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by **buchibabe** at Sept. 5, 2023, 8:12 p.m.

Comments

MACCA81 4 months, 2 weeks ago

Selected Answer: B

B is correct. The Admin role would have been correct as well if it was called admin, as the System administrator role is called in SN. There's no sys_admin role. The other 2 are incorrect

upvoted 1 times

buchibabe 10 months, 1 week ago

B is correct - Page 77 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 291 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 291

Topic #: 1

[\[All CSA Questions\]](#)

What component of the ServiceNow infrastructure defines every table and field in the system?

- A. Schema
- B. Field Map
- C. Table Class Manager
- D. Dictionary**
- E. Data Atlas

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by alaro at May 5, 2023, 4:17 a.m.

Comments

Joe15 7 months ago

Selected Answer: D

D is correct

upvoted 1 times

alaro 1 year, 2 months ago

D is correct

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 292 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 292

Topic #: 1

[\[All CSA Questions\]](#)

Which data consistency settings can be achieved using UI Policy? (Choose three.)

- A. Setting fields to accept the data in an expected format
- B. Setting fields to accept the data with 'n' number of characters
- C. Setting fields hidden Most Voted
- D. Settings fields read-only Most Voted
- E. Setting fields mandatory Most Voted

[Hide Answer](#)

Suggested Answer: ABD

Community vote distribution

CDE (82%)

ABD (18%)

by spradeep233 at Dec. 26, 2022, 6:30 p.m.

Comments

GoldBear 7 months, 3 weeks ago

Selected Answer: CDE

CDE are the correct choice. Look at the SNAF
upvoted 1 times

RogerW 8 months, 2 weeks ago

A, B, D
Under the Advance, Run Scripts, you should be able to disable the save button when the data is not in the expected format or the number of characters is not equal to "n".
upvoted 1 times

buchibabe 10 months, 1 week ago

CDE is correct - Page 434 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 1 times

dnbly 11 months, 2 weeks ago



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EXAM CSA TOPIC 1 QUESTION 293 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 293

Topic #: 1

[\[All CSA Questions\]](#)

A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

- A. onSubmit()
- B. onSubmission()
- C. onUpdate()
- D. onLoad()

[Hide Answer](#)

Suggested Answer: A

by alaro at May 5, 2023, 4:19 a.m.

Comments

alaro 1 year, 2 months ago

A is absolutely correct

upvoted 1 times

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Actual exam question from ServiceNow's CSA

Question #: 294

Topic #: 1

[\[All CSA Questions\]](#)

The screenshot shows a ServiceNow Service Catalog page for a 'Developer Laptop (Mac)'. The product listed is a 'Macbook Pro'. The description states: 'The Apple Macbook Pro is laptop that is second to none. It provides a Retina display that fights glare and weighs approximately five pounds. High powered enough to complete computing tasks.' Below the description is a 'Technical Specs' section with the following bullet points:

- Intel core i7 processor
- 512GB PCIe-based flash storage
- Intel Iris Pro Graphics
- Backlit keyboard

To the right of the product details is an 'Order this Item' panel. It includes fields for Price (\$1,499.00 + \$100.00 Annually), Quantity (set to 1), Subtotal (\$1,499.00 + \$100.00 Annually), and Delivery time (5 Days). There are two buttons: 'Order Now' (highlighted in red) and 'Add to Cart'. At the bottom of the panel is a 'Shopping Cart' section indicating it is 'Empty'.

An order from the Service Catalog has been placed. Two records in the Platform are created as a result. Which two records are associated with this newly ordered item? (Choose two.)

- A. A record of sc_req_item table
- B. A record of sc_task
- C. An incident record
- D. A change record
- E. A problem record

[Hide Answer](#)**Suggested Answer: AB***Community vote distribution*

AB (100%)

by alaro at May 5, 2023, 4:21 a.m.

Comments

Actual exam question from ServiceNow's CSA

Question #: 295

Topic #: 1

[\[All CSA Questions\]](#)

What action will allow you to personalize layouts of columns in a list?

- A. Context Menu > View > Personalize
- B. Click Gear Icon > Personalize window options > Select the appropriate columns**
- C. Select the column to be personalized and right at the header > Choose the options to personalize
- D. Select the column to be personalized > Click Edit icon (Pencil) > Choose the options to personalize

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by  alaro at May 5, 2023, 4:21 a.m.

Comments

  **MACCA81** 4 months, 2 weeks ago

Selected Answer: B

This question is the same as question #288, just the wording of the question and the correct answer is different. In Question 288 they referred to clicking on Personalize List and here they refer to clicking on the Gear icon, but it's the same thing. Personalize list is the label of the Gear icon (when you hover over the icon you can see it)

upvoted 1 times

  **dnbly** 11 months, 2 weeks ago

B is correct but would be better stated as Click Gear Icon > Select the appropriate columns > Ok

upvoted 1 times

  **alaro** 1 year, 2 months ago

B is correct

upvoted 1 times

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📄 EXAM CSA TOPIC 1 QUESTION 296 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 296

Topic #: 1

[\[All CSA Questions\]](#)

An order for new office equipment has been placed through the Service Catalog. How would you view the lists of requests after the orders have been placed?

- A. All > Tables and Columns > Tasks
- B. In the Navigation Filter, type "requests.list" and press the Enter key
- C. All > Service Catalog > Requests Most Voted
- D. All > Service Catalog > Open Records > Items Most Voted

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (55%)

D (45%)

by [smeagel](#) at Jan. 3, 2023, 9:57 a.m.

Comments

✉ [smeagel](#) Highly Voted 1 year, 6 months ago

there is no correct answer here.

Should be Service Catalog -> open records -> requests

upvoted 6 times

✉ [Dekoreh](#) 1 year ago

D is actually correct.

upvoted 2 times

✉ [6d50eb7](#) Highly Voted 7 months ago

Selected Answer: C

The question is how would you view the lists of REQUESTS, not items. Therefore the answer is C.

upvoted 5 times

✉ [gedgy](#) Most Recent 1 month ago

Selected Answer: C

C is the answer because there is no - All>Service Catalog>Open Record>Items

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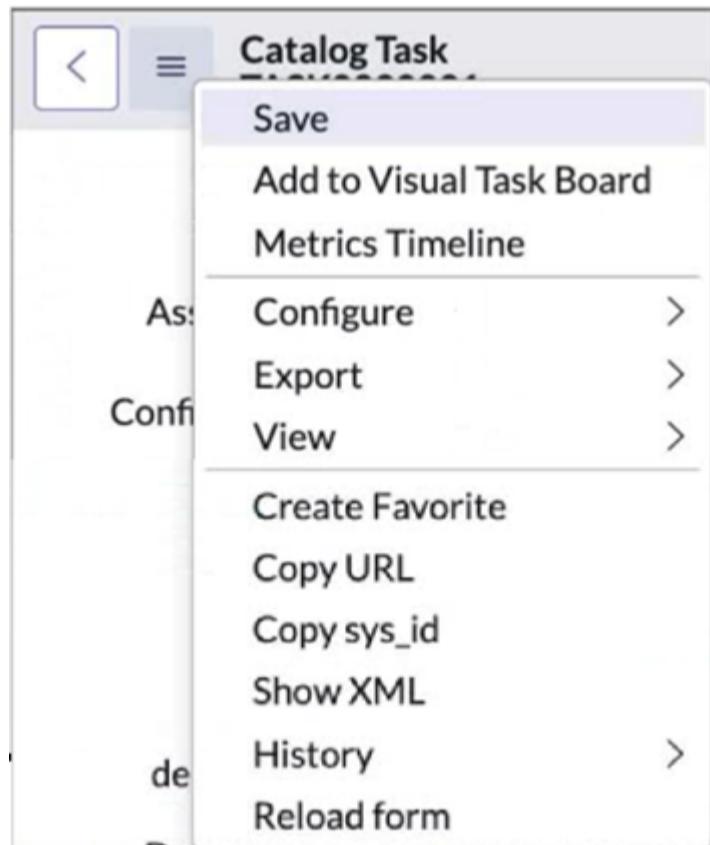
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Actual exam question from ServiceNow's CSA

Question #: 297

Topic #: 1

[\[All CSA Questions\]](#)

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

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

[Hide Answer](#)**Suggested Answer: D***Community vote distribution*

D (100%)



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EXAM CSA TOPIC 1 QUESTION 298 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 298

Topic #: 1

[\[All CSA Questions\]](#)

Which admin role is required to make changes to High Security Settings?

- A. high_sec_admin
- B. sn_acl_admin
- C. admin
- D. security_admin

[Hide Answer](#)

Suggested Answer: D

by [Vishy123](#) at Jan. 6, 2023, noon

Comments

[Vishy123](#) 1 year, 6 months ago

D is correct

upvoted 4 times

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EXAM CSA TOPIC 1 QUESTION 299 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 299

Topic #: 1

[\[All CSA Questions\]](#)

What is the most common role that has access to almost all platform features, functions, and data?

- A. Super User [sn_super_user]
- B. Security Admin [security_admin]
- C. System Administrator [admin]
- D. Base Admin [base_admin]
- E. System Manager [sys_manager]

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by [GilSATx](#) at Dec. 22, 2023, 3:19 a.m.

Comments

[GilSATx](#) 6 months, 3 weeks ago

[Selected Answer: C](#)

Answer is C

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 300 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 300

Topic #: 1

[\[All CSA Questions\]](#)

When moving multiple update sets at one time, what might you do to facilitate the move?

A. Preview

B. Batch Most Voted

C. List

D. Map

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

B (100%)

by evoken at Feb. 25, 2023, 9:11 a.m.

Comments

Cplatt 1 month, 3 weeks ago

Selected Answer: B

B is correct. You'd batch update sets to move several to a different instance.

upvoted 1 times

akhil371 6 months, 1 week ago

B Is the correct answer

upvoted 1 times

Joe15 7 months ago

Selected Answer: B

B is the correct answer

upvoted 1 times

GoldBear 7 months, 3 weeks ago

Selected Answer: B

B - Batch is the correct answer.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 301 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 301

Topic #: 1

[\[All CSA Questions\]](#)

What do you click when you have made modifications to your report, and you want to see the results without saving?

A. Preview

B. Test

C. Run Most Voted

D. Try It

E. Execute

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

C (100%)

by Kgauza at Feb. 23, 2023, 11:43 a.m.

Comments

benarji 1 week, 3 days ago

C. Run

Run the report and it displays the information based on the updates made.

upvoted 1 times

Cplatt 1 month, 3 weeks ago

Selected Answer: C

Definitely "C". You Run the report and it displays the information based on the updates made.

upvoted 1 times

f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. Run

upvoted 1 times

ddiggler 4 months ago

It is C



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📄 EXAM CSA TOPIC 1 QUESTION 302 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 302

Topic #: 1

[\[All CSA Questions\]](#)

Which framework can automatically populate values for the Priority and Category fields based on the Short description field value?

A. Predictive Intelligence Most Voted

B. Assignment Rule

C. CSDM

D. Action

E. UI Policy

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

A (100%)

by [FOJ](#) at March 3, 2023, 4:37 p.m.

Comments

✉ [f5003a6](#) 3 months, 2 weeks ago

Selected Answer: A

A. Predictive Intelligence
upvoted 1 times

✉ [lic09](#) 4 months ago

Selected Answer: A

<https://servicenow.read.inkling.com/a/b/27b45d8d82aa4679a2f9d05e3bb66423/p/f2c05c1f58174425b99cea4b0694b9f3>
upvoted 1 times

✉ [MACCA81](#) 4 months, 2 weeks ago

Selected Answer: A

Predictive Intelligence uses machine learning algorithms to set field values during record creation.
upvoted 1 times

✉ [manikanta_gnbv](#) 6 months, 2 weeks ago



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EXAM CSA TOPIC 1 QUESTION 303 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 303

Topic #: 1

[\[All CSA Questions\]](#)

Which testing framework is used to test ServiceNow Applications?

- A. Test Driven Framework (TDF)
- B. Junit
- C. Selenium
- D. Automated Test Framework (ATF)

[Hide Answer](#)

Suggested Answer: D

by yo_mamma at April 6, 2023, 1:14 a.m.

Comments

yo_mamma 1 year, 3 months ago

D is correct

<https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/auto-test-framework/concept/automated-test-framework.html>

upvoted 2 times

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Servicenow Discussions

EXAM CSA TOPIC 1 QUESTION 304 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 304

Topic #: 1

[\[All CSA Questions\]](#)

Which allows the creation of a task-based record from Service Catalog?

- A. Assignment Rule
- B. Flow Designer
- C. UI Builder
- D. Record Producers

[Hide Answer](#)

Suggested Answer: D

by yo_mamma at April 6, 2023, 1:13 a.m.

Comments

yo_mamma 1 year, 3 months ago

D is correct

https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_RecordProducer.html
upvoted 3 times

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Actual exam question from ServiceNow's CSA

Question #: 305

Topic #: 1

[\[All CSA Questions\]](#)

What module do you use to access the reports that are available to you?

- A. Self-Service > My Reports
- B. Self-Service > My Dashboards
- C. Reports > View / Run
- D. Reports > Homepage
- E. Reports > Overview

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by  [yo_mamma](#) at April 6, 2023, 1:11 a.m.

Comments

  [benarji](#) 1 week, 3 days ago

C: View a list of reports and create reports from the Reports list.

upvoted 1 times

  [M_Rami](#) 9 months, 3 weeks ago

Selected Answer: C

I have just tested it, it is C

upvoted 2 times

  [yo_mamma](#) 1 year, 3 months ago

C is correct

https://docs.servicenow.com/bundle/utah-now-intelligence/page/use/reporting/reference/r_ViewTheReportsList.html

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 306 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 306

Topic #: 1

[\[All CSA Questions\]](#)

Security rules are defined to restrict the permissions of users from viewing and interacting with data. What are these security rules called?

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

[Hide Answer](#)

Suggested Answer: B

by [yo_mamma](#) at April 6, 2023, 1:10 a.m.

Comments

buchibabe 10 months, 1 week ago

B is correct - Page 364 of the ServiceNow Administration Fundamentals - Tokyo Edition.
upvoted 3 times

yo_mamma 1 year, 3 months ago

B is correct
<https://docs.servicenow.com/bundle/utah-platform-security/page/administer/contextual-security/concept/access-control-rules.html>
upvoted 4 times



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EXAM CSA TOPIC 1 QUESTION 307 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 307

Topic #: 1

[\[All CSA Questions\]](#)

A new employee joins the IT department and needs to perform work assigned to Network and Hardware groups. How would you set up their access? (Choose three.)

- A. Add User Account to Hardware group
- B. Add User Account to IT Knowledgebase
- C. Create User Account
- D. Add User Account to itil group
- E. Add User Account to Network group
- F. Add User Account to ACL

[Hide Answer](#)

Suggested Answer: ACE

Community vote distribution

ACE (100%)

by al3xunder at March 20, 2023, 9:41 a.m.

Comments

Mihaf92 9 months, 1 week ago

i think ABE

upvoted 1 times

dnbly 11 months, 2 weeks ago

Selected Answer: ACE

C - NEW employee will need an account setting up otherwise they can't access anything ever. If your work Instance use LDAP or Azure Sync or some other method then good for you but these are not configured OOB and the question doesn't reference them. Either way, the very first step is account setup regardless of means.

AE - best practice is to assign Role(s) to the Group (especially for dependencies) so ITIL should have been added to these already therefore adding the new user to either Group will allow them to inherit ITIL Role.

Creating a Group specifically to assign the ITIL Role would not be best practice as it could be removed independently of other access that requires it to be in place. This means that adding to an ITIL Group would be incorrect (as would adding the Role directly).



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EXAM CSA TOPIC 1 QUESTION 308 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 308

Topic #: 1

[\[All CSA Questions\]](#)

The customer has asked that you change the default layout of the Task list. They would like these columns, in this order:

- Number
- Task Type
- Parent
- Short Description
- Assignment Group
- Assignee
- Updated

After navigating to the list, where would you click, to meet this requirement?

- A. Click List Context Menu > Personalize List
- B. Click List Context Menu > Configure > Columns
- C. Right click List Gear icon > Configure > Columns
- D. Right click on any column header, Context Menu > Configure > List Layout

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by [yo_mamma](#) at April 6, 2023, 1:02 a.m.

Comments

[gedgy](#) 1 week, 3 days ago

This appears to be an outdated question. At the moment in (Washington DC) there is no List Layout in the Configure menu after right-clicking on Any Column Header. Only the Gear icon has this option.

upvoted 1 times

[MACCA81](#) 4 months, 2 weeks ago



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EXAM CSA TOPIC 1 QUESTION 309 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 309

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Instance Chat

[Hide Answer](#)

Suggested Answer: *B*

by [BrooksieOwl](#) at March 15, 2024, 8:20 a.m.

Comments

BrooksieOwl 3 months, 4 weeks ago

This is a duplicate of Q174, however, I think Q174 community vote is wrong and it is in fact Virtual Agent.

upvoted 2 times

oneboringsome 2 weeks ago

Hey how sure are you about the answer? Some say it's agent assist. I'm confused

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 310 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 310

Topic #: 1

[\[All CSA Questions\]](#)

On the Form header, which element you to access form templates?

- A. Stamp
- B. More Options (...)**
- C. Pages
- D. Paperclip

[Hide Answer](#)

Suggested Answer: B

by [yo_mamma](#) at April 6, 2023, 12:58 a.m.

Comments

yo_mamma 1 year, 3 months ago

B is correct

<https://docs.servicenow.com/bundle/utah-platform-user-interface/page/administer/workspace/task/use-more-form-options.html>

upvoted 4 times

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EXAM CSA TOPIC 1 QUESTION 311 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 311

Topic #: 1

[\[All CSA Questions\]](#)

What is the definition of a group?

- A. A collection of subject matter experts
- B. A department
- C. An escalation pod
- D. A collection of users
- E. A collection of tasks

[Hide Answer](#)

Suggested Answer: D

by [yo_mamma](#) at April 6, 2023, 12:56 a.m.

Comments

BrooksieOwl 3 months, 4 weeks ago

Duplicate of Q200
upvoted 1 times

yo_mamma 1 year, 3 months ago

D is correct
https://docs.servicenow.com/bundle/san-diego-platform-administration/page/administer/roles/concept/c_UserAdministration.html
upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 312 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 312

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationships?

- A. Flow Design
- B. CI Class Map
- C. Dependency View Most Voted
- D. Business Service Map

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

C (100%)

by bern_111 at April 4, 2023, 3:32 a.m.

Comments

ddiggler 4 months ago

It is C for sure
upvoted 1 times

GoldBear 7 months, 3 weeks ago

Selected Answer: C
Dependency view is the correct answer.
upvoted 1 times

choseneagle297 11 months, 3 weeks ago

Selected Answer: C
answer is C
upvoted 1 times

Emuti 1 year, 1 month ago

C dependency view is the correct answer
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 313 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 313

Topic #: 1

[\[All CSA Questions\]](#)

What icon do you use to change the label on a Favorite?

A. Star

B. Clock

C. Triangle

D. Pencil

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by yo_mamma at April 6, 2023, 12:44 a.m.

Comments

Certs_Hub 6 months, 2 weeks ago

[Selected Answer: D](#)

Pencil is correct.

upvoted 1 times

yo_mamma 1 year, 3 months ago

D is correct

upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 314 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 314

Topic #: 1

[\[All CSA Questions\]](#)

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Schema Map
- B. Field Transformer
- C. Transform Map
- D. Transform Schema

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by [yo_mamma](#) at April 6, 2023, 12:42 a.m.

Comments

GoldBear 7 months, 3 weeks ago

[Selected Answer: C](#)

C - Transform Map.

upvoted 1 times

yo_mamma 1 year, 3 months ago

C is correct

<https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/reference/transform-maps-navex.html>

upvoted 3 times



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EXAM CSA TOPIC 1 QUESTION 315 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 315

Topic #: 1

[\[All CSA Questions\]](#)

When moving a homepage or dashboard between instances, what must you remember?

- A. Download both as PDF and XML files
- B. They cannot be moved via update set
- C. The Platform will automatically add them to the update set
- D. Manually add them to the update set

[Hide Answer](#)

Suggested Answer: D

by yo_mamma at April 6, 2023, 12:39 a.m.

Comments

yo_mamma 1 year, 3 months ago

Possibly D

https://docs.servicenow.com/bundle/utah-platform-user-interface/page/administer/homepage-administration/task/t_AddAHomepageToAnUpdateSetAndApp.html

upvoted 2 times

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📄 EXAM CSA TOPIC 1 QUESTION 316 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 316

Topic #: 1

[\[All CSA Questions\]](#)

Which allows the creation of a task-based record from Service Catalog?

A. Record Producers Most Voted

B. UI Builder

C. Assignment Rule

D. UI Actions

E. Flow Designer

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

A (100%)

by alaro at March 30, 2023, 5:23 a.m.

Comments

✉ **GoldenDisciple2** 6 months, 3 weeks ago

Selected Answer: A

UI Actions means nothing in this context. Answer is A.

upvoted 1 times

✉ **choseneagle297** 11 months, 3 weeks ago

Selected Answer: A

answer is A

upvoted 1 times

✉ **Dekoreh** 1 year ago

Selected Answer: A

A is the correct answer

upvoted 1 times

✉ **varuns03** 1 year, 1 month ago



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EXAM CSA TOPIC 1 QUESTION 317 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 317

Topic #: 1

[\[All CSA Questions\]](#)

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

A. Can Contribute Most Voted

B. Cannot Author

C. Can Read

D. Can Write

E. Can Author

[Hide Answer](#)

Suggested Answer: E

Community vote distribution

A (100%)

by PappyFox at April 3, 2023, 3:56 p.m.

Comments

Chanukagalagamage 2 months, 3 weeks ago

Selected Answer: A

A is the answer
upvoted 1 times

shruthiexam12 9 months, 3 weeks ago

A is right
upvoted 1 times

choseneagle297 11 months, 2 weeks ago

Selected Answer: A

answer is A
upvoted 1 times

Dekoreh 11 months, 2 weeks ago

Selected Answer: A



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EXAM CSA TOPIC 1 QUESTION 318 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 318

Topic #: 1

[\[All CSA Questions\]](#)

Which type of scripts run in the browser?

- A. UI Policies
- B. Script Include Scripts
- C. Access Control Scripts
- D. Business Rule Scripts

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by [GoldBear](#) at Nov. 21, 2023, 1:48 p.m.

Comments

[GoldBear](#) 7 months, 3 weeks ago

[Selected Answer: A](#)

A- UI Policies are run on the client - SNAF page 434.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 319 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 319

Topic #: 1

[\[All CSA Questions\]](#)

What enables you to trace the connection from an infrastructure item, like a Server, to the Services that are dependent on that Server?

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

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (100%)

by Certs_Hub at Dec. 29, 2023, 4:43 a.m.

Comments

Certs_Hub 6 months, 2 weeks ago

[Selected Answer: B](#)

B. Relationships

ServiceNow allows you to establish relationships between different configuration items, such as servers and services. By defining relationships, you can create a map of dependencies, and this helps in understanding the impact of changes and tracing connections between various elements in your infrastructure.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 320 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 320

Topic #: 1

[\[All CSA Questions\]](#)

What section on a task record is used to see the most recent updates made to a record?

- A. Timeline
- B. Related List
- C. Activity Stream
- D. Audit Log

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by Certs_Hub at Dec. 29, 2023, 4:44 a.m.

Comments

Certs_Hub 6 months, 2 weeks ago

[Selected Answer: C](#)

C is correct.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 321 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 321

Topic #: 1

[\[All CSA Questions\]](#)

While using the CMDB, what do you call the component that needs to be managed in order to deliver services?

- A. Configuration Item
- B. Asset
- C. Catalog Items
- D. Data Plow
- E. Service Offerings

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by [GilSATx](#) at Dec. 22, 2023, 6:58 p.m.

Comments

[GilSATx](#) 6 months, 3 weeks ago

[Selected Answer: A](#)

Answer is A Configuration item
upvoted 1 times



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📄 EXAM CSA TOPIC 1 QUESTION 322 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 322

Topic #: 1

[\[All CSA Questions\]](#)

What is the first step in the process to import spreadsheet data into ServiceNow?

- A. Select Import Set
- B. Run Data Scrubber
- C. Define Data Source
- D. Create import Set
- E. Set Coalesce

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (50%)

D (50%)

by che98008 at Sept. 28, 2023, 6:48 p.m.

Comments

✉ che98008 Highly Voted 9 months, 2 weeks ago

This is different than question 216. I guess if they give the option "define data source," then that takes priority over "load data"?
upvoted 6 times

✉ bern_111 Most Recent 2 months, 1 week ago

Selected Answer: D

The question already defines the data source that is a spreadsheet, the next step should be create import set
upvoted 2 times

✉ Purvi_S 2 weeks, 4 days ago

Hi how sure are you about the answer i'm about to appear for my exam. pls reply
upvoted 2 times

✉ f5003a6 3 months, 2 weeks ago

Selected Answer: C

C. Define Data Source



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EXAM CSA TOPIC 1 QUESTION 323 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 323

Topic #: 1

[\[All CSA Questions\]](#)

What are the steps for importing data using an import set?

- A. Create Import Set; Create transform map; Transform data; Clean up import table
- B. Create a Transform Map, Load Data, Transform Data, Run Transform Map Script
- C. Identify source; Import transform map; Run transformer; Verify import
- D. Select source file; Run AutoMap; Transform data; Clean up target table

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

A (100%)

by [Manny1218](#) at Oct. 25, 2023, 3:28 p.m.

Comments

[GilSATx](#) 6 months, 3 weeks ago

[Selected Answer: A](#)

A is the Way
upvoted 1 times

[Manny1218](#) 8 months, 2 weeks ago

[Selected Answer: A](#)

I agree with A, Create Import Set, then Transform map, then Transform data and lastly clean up.
upvoted 1 times

Actual exam question from ServiceNow's CSA

Question #: 324

Topic #: 1

[\[All CSA Questions\]](#)

If users would like to locate and assign a task to themselves in the Platform, what action could they perform from the list view to make the assignment? (Choose two.)

- A. Select the record using the check box, then select the Person icon
- B. Select the record using the check box then select the Assign To Me UI action on the List Header
- C. Double click on the Assigned to value, type the name of the user, and select the green check Most Voted
- D. Right click on the Task number and select the Assign to me option in the menu Most Voted
- E. Select the Task number, and select the Assign to me UI action on the form

[Hide Answer](#)

Suggested Answer: BE

Community vote distribution

CD (100%)

by  [deng27](#) at Oct. 7, 2023, 1:54 a.m.

Comments

  [deng27](#) Highly Voted 9 months, 1 week ago

Selected Answer: CD

C and D are the correct answers.

upvoted 6 times

  [6d50eb7](#) Most Recent 7 months ago

Selected Answer: CD

C and D are correct

upvoted 1 times

  [Ehsan01](#) 9 months, 1 week ago

Is 323 and 325 answer correct?

upvoted 2 times

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EXAM CSA TOPIC 1 QUESTION 325 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 325

Topic #: 1

[\[All CSA Questions\]](#)

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A. Load Data
- B. Field Transform
- C. Schema Map
- D. Transform Map

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by [Manny1218](#) at Oct. 25, 2023, 3:27 p.m.

Comments

BrooksieOwl 3 months, 4 weeks ago

Duplicate of Q206

upvoted 1 times

Manny1218 8 months, 2 weeks ago

Selected Answer: D

I agree with D, Transform Map

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 326 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 326

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Now Support
- B. ServiceNow Messenger
- C. Agent Workspace
- D. Virtual Agent
- E. Knowledge Chat

[Hide Answer](#)

Suggested Answer: D

by BrooksieOwl at March 15, 2024, 8:06 a.m.

Comments

Currently there are no comments in this discussion, be the first to comment!

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EXAM CSA TOPIC 1 QUESTION 327 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 327

Topic #: 1

[\[All CSA Questions\]](#)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

- A. Now Support
- B. Community
- C. Docs
- D. Help Panel (question mark icon)

[Hide Answer](#)

Suggested Answer: D

by [BrooksieOwl](#) at March 15, 2024, 8:42 a.m.

Comments

BrooksieOwl 3 months, 4 weeks ago

Duplicate of 210

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 328 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 328

Topic #: 1

[\[All CSA Questions\]](#)

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

- A. Select Data Source
- B. Schedule Transform
- C. Load Data
- D. Create Transform Map
- E. Field Alignment

[Hide Answer](#)

Suggested Answer: D

by **BrooksieOwl** at March 15, 2024, 8:46 a.m.

Comments

BrooksieOwl 3 months, 4 weeks ago

Duplicate of Q227. Answer should be Field Mapping. But we dont have that option.
So its D because Transform Map is a set of field maps

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 329 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 329

Topic #: 1

[\[All CSA Questions\]](#)

On a form header, what icon would you click to access Template features?

- A. Context Menu
- B. Paper clip
- C. Stamp
- D. More options (...) Most Voted

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

D (100%)

by SakeerValappil at Feb. 7, 2024, 5:53 p.m.

Comments

Cplatt 1 month, 3 weeks ago

Selected Answer: D

D is the correct answer there is no "stamp" on a form
upvoted 1 times

4ce9f72 2 months, 2 weeks ago

Selected Answer: D

D is correct, there is no "Stamp"
upvoted 2 times

ddiggler 4 months ago

D is correct answer to Toggle Template Bar
upvoted 1 times

karlouioanna 4 months ago

Correct is D
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 330 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 330

Topic #: 1

[\[All CSA Questions\]](#)

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and fields)?

- A. incident.*
- B. incident.all
- C. incident.!
- D. incident.None

[Hide Answer](#)

Suggested Answer: A

Community vote distribution

D (100%)

by Kiekie at Feb. 17, 2024, 4:51 a.m.

Comments

DeCharlie 2 days ago

Selected Answer: D

incident.None includes all fields and column (entire table) then comes the part where any specific field are not to be included which is done by include.field here comes to play the incident.* (wildcard) that includes all the fields except one defined by include.field.
thus correct option will be incident.None
upvoted 1 times

MACCA81 4 months, 2 weeks ago

Selected Answer: D

incident.* rule applies to all fields on the table that are NOT controlled by a specific field rule. i.e. if there are no field rules on any of the field it can represent the whole table, but as long as there's even one specific field rule it will represent all the other fields in the table but NOT this one. Hence A cannot be the correct answer.
incident.None rule represents access to the table as a whole. It's the correct answer.
upvoted 2 times

chrisRY 4 months, 3 weeks ago

Answer: table.--None-- applies to the entire table - Pg 158 Vancouver SNAF
Table. --*-- Represents all other fields in the table



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EXAM CSA TOPIC 1 QUESTION 332 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 332

Topic #: 1

[\[All CSA Questions\]](#)

Which action enables personalization in a form for the admin role, only?

- A. Navigate to sys_form_properties.list and set the property glide.ui.enable_personalize_form.admin to true.
- B. Navigate to Context Menu > Configure > Form Layout and select 'Enable Personalization' and Enter the 'admin' role.
- C. Navigate to Context Menu > Configure > Table and add the role 'Admin' in the 'Available User' list box.
- D. Navigate to sys_properties.list find the property glide.ui.personalize_form.role and set the Value to admin.

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by f5003a6 at March 24, 2024, 4:48 p.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: D](#)

https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/form-administration/concept/c_FormPersonalizationAdmin.html

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 333 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 333

Topic #: 1

[\[All CSA Questions\]](#)

Which element is used to track items not saved with a field, in a record?

- A. Sidebar
- B. List Editor
- C. Activity formatter
- D. Dictionary

[Hide Answer](#)

Suggested Answer: C

by BrandyD at March 6, 2024, 8:35 p.m.

Comments

BrandyD 4 months, 1 week ago

It is C

https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/form-administration/concept/c_ActivityFormatter.html

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 334 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 334

Topic #: 1

[\[All CSA Questions\]](#)

What does ServiceNow recommend as a best practice regarding data imports?

- A. Adjust your Transform maps, after the data is loaded into the target table.
- B. Use extremely large Import Sets, instead of multiple large Import Sets.
- C. Create a new Import set table for each new data load.
- D. Plan time before your import to remove obsolete or inaccurate data.
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

[Hide Answer](#)

Suggested Answer: D

by denono at March 17, 2024, 12:23 a.m.

Comments

benarji 1 week, 2 days ago

D. Ensure that your import completes successfully and that the resulting data matches your expectations.
upvoted 1 times

denono 3 months, 3 weeks ago

https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/new_to_servicenow/app_store_learnv2_importingdata_utah_preparing_data_for_import
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 336 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 336

Topic #: 1

[\[All CSA Questions\]](#)

If a user is on an Incident form and is alerted when they change the value of the Priority field, which type of script executes in the Platform?

- A. A server script
- B. A client script
- C. A fix script
- D. A business rule

[Hide Answer](#)

Suggested Answer: B

Community vote distribution

B (80%)

A (20%)

by barti5 at March 26, 2024, 12:47 p.m.

Comments

gedgy 2 weeks, 6 days ago

[Selected Answer: B](#)

Key words "on a form"
upvoted 2 times

bern_111 2 months, 1 week ago

[Selected Answer: B](#)

Client script
upvoted 2 times

ShuL1 3 months, 1 week ago

B, Client Script onChange
upvoted 1 times

barti5 3 months, 2 weeks ago

[Selected Answer: A](#)

Answer: A - Server Script.
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 339 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 339

Topic #: 1

[\[All CSA Questions\]](#)

What are the benefits of building flows using Flow Designer? (Choose three.)

- A. Provides IDE for complicated scripting
- B. Provides built-in libraries /API for complex coding
- C. Automatically populates SLA records
- D. Provides natural-language descriptions of flow logic
- E. Supports No-Code application development
- F. Supports easy integration with 3rd party systems

[Hide Answer](#)

Suggested Answer: DEF

Community vote distribution

DEF (100%)

by lica09 at March 19, 2024, 11:06 a.m.

Comments

lica09 3 months, 3 weeks ago

[Selected Answer: DEF](#)

is correct

upvoted 1 times

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[Exam CSA Topic 1 Question 340 Discussion](#)

Exam CSA Topic 1 Question 340 Discussion

Actual exam question for ServiceNow's CSA exam

Question #: 340

Topic #: 1

What contains the configuration changes made in an instance (i.e. changes in a form) and helps to implement the changes from the Dev environment to another environment?

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

[Hide Answer / Explanation](#)

Suggested Answer: **A** [Vote an answer](#)

Explanation

Update sets are the configuration changes made in an instance, such as changes in a form, that can be exported from one instance and imported into another. This helps to implement the changes from the Dev environment to another environment, such as Test or Prod. Update sets capture the changes made to system properties, UI actions, business rules, workflows, and other customizations.

References:1: Get started with update sets - ServiceNow - Now Support2: Product Documentation | ServiceNow3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import ...4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning5: Retrieving and committing update sets between different ... - ServiceNow

by Alice at Dec 24, 2023, 08:54 AM

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EXAM CSA TOPIC 1 QUESTION 341 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 341

Topic #: 1

[\[All CSA Questions\]](#)

Which tables are children of the Task table and come with the base system? (Choose three.)

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

[Hide Answer](#)

Suggested Answer: B, E, F

Community vote distribution

BEF (100%)

by f5003a6 at March 24, 2024, 4:52 p.m.

Comments

f5003a6 3 months, 2 weeks ago

[Selected Answer: BEF](#)

- B. Problem
- E. Incident
- F. Change Request

upvoted 2 times



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📄 EXAM CSA TOPIC 1 QUESTION 345 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 345

Topic #: 1

[\[All CSA Questions\]](#)

An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

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

[Show Suggested Answer](#)

by [kanafuka225](#) at April 23, 2024, 8:07 a.m.

Comments

✉️ [szycha002](#) 2 months ago

[Selected Answer: A](#)

Best Practice:

- when creating .* Access Controls, also create a None Access Control, because only None grants access to records
- when writing an ACL that mostly grants access, use only None
- when writing an ACL that mostly denies access, use None and :*

upvoted 1 times

✉️ [gedgy](#) 2 months, 1 week ago

Completely agree with kanafuka225. The table.* is allowing access to both of these new roles to all rows and fields as specified. Conversely, table.none is restricting all row and field access to these two roles.

upvoted 2 times

✉️ [SuiR](#) 2 months, 2 weeks ago

[Selected Answer: A](#)

none will be used to grant all accesses to the record

upvoted 1 times

✉️ [Prepper003](#) 2 months, 2 weeks ago

[Selected Answer: A](#)

.none is the table level which grants access to all fields and rows.

upvoted 2 times

Actual exam question from ServiceNow's CSA

Question #: 346

Topic #: 1

[\[All CSA Questions\]](#)

Which tables are available by default in a ServiceNow instance? (Choose three.)

A. User Most Voted

B. Issue

C. Incident Most Voted

D. Project

E. Task Most Voted

F. Item

[Hide Answer](#)

Suggested Answer: CDE

Community vote distribution

ACE (100%)

by  [kanafuka225](#) at April 23, 2024, 8:08 a.m.

Comments

  [bern_111](#) 2 months, 1 week ago

Selected Answer: ACE

A,C,E is the correct answer.

upvoted 3 times

  [Prepper003](#) 2 months, 2 weeks ago

Selected Answer: ACE

A,C,E is the correct answer.

upvoted 2 times

  [kanafuka225](#) 2 months, 2 weeks ago

Selected Answer: ACE

user,incident,task

upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 347 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 347

Topic #: 1

[\[All CSA Questions\]](#)

In a Knowledge Base record, where can an administrator find the User Criteria for who can read the articles?

- A. From the Accessible to tab
- B. From the Available to tab
- C. From the Can Access tab
- D. From the Can Read tab

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

D (100%)

by Raxon at May 24, 2024, 5:54 p.m.

Comments

Raxon 1 month, 2 weeks ago

[Selected Answer: D](#)

Correct - D

Under Knowledge -> Administration -> Knowledge Bases.

The knowledge records shows Can Read as a tab.

upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 348 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 348

Topic #: 1

[\[All CSA Questions\]](#)

What action helps to see which modules are visible to a user?

- A. Install the Bomgar plug-in
- B. Initiate a Connect Chat session
- C. Launch a NowChat window
- D. Impersonate the user

[Hide Answer](#)

Suggested Answer: D

by PappyFox at June 7, 2024, 3:39 p.m.

Comments

PappyFox 1 month ago

Bomgar....

upvoted 1 times

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EXAM CSA TOPIC 1 QUESTION 349 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 349

Topic #: 1

[\[All CSA Questions\]](#)

What are the different Notification methods that can be used to alert users when events that concern them have occurred? (Choose three.)

A. Meeting Invitation

B. Email

C. Browser Pop ups

D. Messenger

E. SMS

[Hide Answer](#)

Suggested Answer: BDE

Community vote distribution

ABE (80%)

BDE (20%)

by TimmyLam at May 19, 2024, 4:41 a.m.

Comments

weet123 2 weeks ago

Selected Answer: ABE

Email, SMS, Meeting Invitation is the correct answer. Check the book
upvoted 2 times

zoan 1 month ago

SN Admin Fundamentals Vancouver:
pg. 324

"A notification is a tool for alerting users when events that concern them have occurred through the following methods:

Email
SMS
Meeting Invitation
upvoted 3 times

Raxon 1 month, 3 weeks ago

Selected Answer: BDE



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EXAM CSA TOPIC 1 QUESTION 352 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 352

Topic #: 1

[\[All CSA Questions\]](#)

Which feature can be used to give users the choice to easily populate the most-used fields for a specific table?

- A. Tags
- B. Formatter
- C. Template
- D. Reference type fields

[Hide Answer](#)

Suggested Answer: C

Community vote distribution

C (100%)

by 8d6fb83 at April 24, 2024, 7:23 a.m.

Comments

8d6fb83 2 months, 2 weeks ago

[Selected Answer: C](#)

C: Template is correct
upvoted 1 times

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/ Exam CSA Topic 1 Question 353 Discussion

Exam CSA Topic 1 Question 353 Discussion

Actual exam question for ServiceNow's CSA exam

Question #: 353

Topic #: 1

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Submit + Query
- B. Request + Response
- C. Insert + Verify
- D. Write + Read
- E. Save + Update

[Hide Answer / Explanation](#)

Suggested Answer: **B** [Vote an answer](#)

by Andre at Apr 24, 2024, 09:36 PM

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EXAM CSA TOPIC 1 QUESTION 354 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 354

Topic #: 1

[\[All CSA Questions\]](#)

Which module in the Service Catalog application is used to create a new catalog item?

- A. Configuration Items
- B. Maintain Items
- C. Content Items
- D. Catalog Items

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

B (100%)

by 8d6fb83 at April 24, 2024, 7:26 a.m.

Comments

cruzquez 6 days, 12 hours ago

Selected Answer: B

B is the right answer
upvoted 1 times

shub606 1 month, 3 weeks ago

B is correct answer
upvoted 2 times

Prepper003 2 months, 2 weeks ago

Selected Answer: B

It is maintain items. You can check in PDI
upvoted 1 times

359c17a 2 months, 2 weeks ago

Selected Answer: B

B is correct
upvoted 1 times



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EXAM CSA TOPIC 1 QUESTION 356 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 356

Topic #: 1

[\[All CSA Questions\]](#)

Which displays the list of activities, or history, on a form?

- A. Formatter
- B. Dictionary
- C. Sidebar
- D. History Menu

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

A (100%)

by [Latyfah](#) at May 1, 2024, 12:35 p.m.

Comments

Latyfah 2 months, 1 week ago

[Selected Answer: A](#)

Formatter is the correct answer.

The history menu only shows the history of your activities on the platform, not the form.

upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 357 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 357

Topic #: 1

[\[All CSA Questions\]](#)

Where should an administrator navigate to add the "Save" button in the form header?

- A. Context Menu > Form Design
- B. All > System Properties > UI Action Settings
- C. All > System Properties > UI Properties Most Voted
- D. Context Menu > Form Layout

[Hide Answer](#)

Suggested Answer: D

Community vote distribution

C (100%)

by 359c17a at April 25, 2024, 11:36 a.m.

Comments

Latyfah 2 months, 1 week ago

Selected Answer: C

C is the correct answer.

You need to go to System Properties > UI Properties to enable the save, update and insert and stay option (true/false box) from the glide.ui.advance property.

upvoted 3 times

359c17a 2 months, 2 weeks ago

Selected Answer: C

C is correct, tried it in my PDI

upvoted 2 times



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EXAM CSA TOPIC 1 QUESTION 358 DISCUSSION

Actual exam question from ServiceNow's CSA

Question #: 358

Topic #: 1

[\[All CSA Questions\]](#)

What are the options that can be set to determine when a Business Rule executes? (Choose four.)

A. Async Most Voted

B. Load

C. Change

D. Display Most Voted

E. After Most Voted

F. Before Most Voted

G. Submit

H. Click

[Hide Answer](#)

Suggested Answer: CEFG

Community vote distribution

ADEF (100%)

by 8d6fb83 at April 24, 2024, 7:33 a.m.

Comments

257884d Highly Voted 2 months, 2 weeks ago

According to the vancouver SNAF e-book, the answer is ADEF
upvoted 5 times

Cosmo87 Most Recent 5 days, 16 hours ago

i cheked in my vancouver version the correct answers is ADEF
upvoted 1 times

shub606 1 month, 3 weeks ago

answer should be - ADEF
upvoted 2 times