

Servicenow: Certified System Administrator CSA_QnA PART-3

This practice set is based on the [community post](#) created by “*Lon Landry*”. Created for better readability, Happy Learning.

CATEGORY:

Notifications, Update sets, Virtual Agent, List & Filters
Knowledge management, Import sets.

1. Each update set is stored in the _____ table?

- update_set
- Incident
- sys_update_xml
- sys_update_set

✓**Answer:** sys_update_set

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

- Homepages
- Access Control Rules
- Business Rules
- Data Records

✓**Answer:**

Homepages

Data Records

3 Navigate here to create an update set:

- **All > System Definition > Local Update Sets**
- **All > System Security > Local Update Sets**
- **All > System Properties > Local Update Sets**
- **All > System Update Sets > Local Update Sets**

✓**Answer:**

All > System Update Sets > Local Update Sets

4 To retrieve an update set from a remote instance, in the Production instance, navigate to:

- **All > System Update Sets > Retrieved Sources**
- **All > System Update Sets > Committed Sources**
- **All > System Definition > Update Sources**
- **All > System Update Sets > Update Sources**
- **All > Update Sets > Update Sources**

✓**Answer:**

All > System Update Sets > Update Sources

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

- CMDB records are captured in Update Sets
- Do not move the default update set between instances.
- Homepages are captured in Update Sets
- Data Records are captured in Update Sets

✓**Answer:**

Do not move the default update set between instances.

6 What is an update set?

- A server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried.
- Group of one or more changes that can be moved from one instance to another altogether.
- A series of tables and fields that store information about the Configuration Items (CIs) owned by your organization.
- One method of security that restricts access to data by requiring users to pass a set of requirements before they can interact with it.

✓**Answer:**

Group of one or more changes that can be moved from one instance to another altogether.

7 What happens to changes on the same object in multiple update sets when update sets are merged?

- The most recent change to the object will be saved in the merged update set
- Multiple versions of the change are stored in multiple update sets
- All update sets for that object will be removed automatically from the merged update set

✓**Answer:**

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

8 Navigate here to to upload an update set:

- **All > Update Sets > Retrieved Update Sets**
- **All > System Definition > Retrieved Update Sets**
- **All > System Security > Retrieved Update Sets**
- **All > System Update Sets > Retrieved Update Sets**

✓**Answer:** **All > System Update Sets > Retrieved Update Sets**

9 ServiceNow recommends limiting Update Sets to a maximum of _____ records to reduce the number of potential conflicts and make it easier to identify and review changes.

- 1000
- 100
- 300
- 500

✓**Answer:** 100

10. What is a group of one or more changes that can be moved from one instance to another?

- Change Collection
- Update Set
- Business Rules
- Configuration Items

✓**Answer:** Update Set

11. Name **three** types of records not captured in an update set by default? (3)

- Data records
- Dashboards
- Business Rules
- Access Control rules
- Homepages

✓**Answer:**

Data records

Dashboards

Homepages

12. Which of the following is correct regarding new groups, new CIs, new user?

- No one can create them. Only automated data exists
- They can be created by end users
- They are not captured in update sets

✓**Answer:**

They are not captured in update sets.

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

- Copy
- Retrieve
- Preview
- Delete
- Commit

✓**Answer:**

Retrieve

Preview

Commit.

14. Where can you view a series of customizations?

- Update set
- System Log
- History
- All of the above
- None of the above

✓**Answer:** Update set

15. Navigate here to retrieve an update set:

- **All > Update Sets > Retrieved Update Sets**
- **All > System Update Sets > Retrieved Update Sets**
- **All > System Definition > Retrieved Update Sets**
- **All > System Security > Retrieved Update Sets**

✓**Answer:**

All > System Update Sets > Retrieved Update Sets

16. Navigate here to export an update set:

- **All > System Update Sets > Local Update Sets**
- **All > System Security > Local Update Sets**
- **All > System Properties > Local Update Sets**
- **All > System Update Sets > Update Sets > Export**

✓**Answer:** **All > System Update Sets > Local Update Sets**

17. Select **four** true statements about scope:

- Determines which of the application's resources are available to other applications in the instance.
- Determines which discovery resources are available to other applications in the instance.
- Protects applications by identifying and restricting access to available artifacts and data.
- Prevents naming conflicts and allows the contextual development environment to determine what changes, if any, are permitted.
- Is assigned to an application when it is first created and cannot be changed.
- Is not assigned to an application when created and can be changed.

✓**Answer:**

Determines which of the application's resources are available to other applications in the instance.

Protects applications by identifying and restricting access to available artifacts and data.

Prevents naming conflicts and allows the contextual development environment to determine what changes, if any, are permitted.

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

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

- sys_db_object
- sys_update_xml
- glide.ui.per_page
- sys_update

✓**Answer:** sys_update_xml

19. You cannot revert update set versions.

- True
- False

✓**Answer:** False

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

- Preview
- Complete
- Ignore
- In progress

✓**Answer:** Complete

21 Update sets cannot be merged.

- True
- False

✓**Answer:** False

22 What is common between CIs, Users, Groups?

- They are stored in the same base table cmdb
- Any changes to these are not captured in an update set
- All changes to these are captured in an update set

✓**Answer:**

Any changes to these are not captured in an update set

23 To load data for an update set, navigate to:

- **All > System Import > Load Data**
- **All > System Import Sets > Load Data**
- **All> System Definition >Load Data**
- **All>System Import Sets>Import Data**

✓**Answer:**

All > System Import Sets > Load Data

24 What is the format of an exported Update Set?

- XML
- CSV
- HTML
- TXT

✓**Answer:** XML

25 Automated Chatting agent available on the service portal is commonly referred to as?

- Agentless Bot
- Chatbot
- Alexa
- System Bot
- Virtual Agent

✓**Answer:** Virtual Agent

26 What helps users perform common tasks, obtain information, and make decisions?

- Virtual Agent
- Virtual Attendant
- Jarvis
- Augmented Attendant
- Alexa Now

✓**Answer:**

Virtual Agent

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

- Virtual Attendant
- Watson
- Virtual Agent
- Augmented Agent
- IA Agent

✓**Answer:** Virtual Agent

28 How can users interact with agents at their convenience through Virtual agent?

- Synchronous chat in the web channel
- Asynchronous chat in the web channel
- Proactive Messaging in the web channel
- Offline mode in the web channel

✓**Answer:** Asynchronous chat in the web channel

29 Virtual agent capabilities include which **three** of the following?

- Answering FAQs
- Elevated role functions
- Providing tutorial (“how to”) information
- Performing diagnostics
- Translating conversations

✓**Answer:**

Answering FAQs

Providing tutorial (“how to”) information

Performing diagnostics

30. Select **three** things a Virtual Agent can access:

- Flows & Workflows
- Knowledge Bases
- Service Catalog
- Playbooks created with the Process Automation Designer
- System records

✓**Answer:**

Knowledge Bases

Service Catalog

System records

31. The ServiceNow virtual agent provides assistance within a messaging interface. Which capability allows end users to configure virtual agent to intercept and help resolve submitted incidents?

- Incident Intercept Resolution
- Problem Auto Resolution
- Web Intelligence
- Issue Auto Resolution
- Virtual Agent helper
- Ticket Resolver

✓**Answer:** Issue Auto Resolution

32. Restate **three** support tasks that can be automated using a virtual agent using the list below.

- Perform diagnostics
- Provide information
- Translating conversations
- Answering FAQs
- Translating FAQs

✓**Answer:**

Perform diagnostics

Provide information

Answering FAQs

33. Link unfurling enables previews of which **three** kinds of URLs are in virtual agent conversations?

- Tasks
- Texts
- Work notes
- Videos
- Images
- Email notifications

✓**Answer:**

Texts

Videos

Images

34 Name **three** purposes of the Virtual Agent is to help users?

- Perform common work tasks
- Update financial records
- Obtain information
- Make decisions

✓**Answer:**

Perform common work tasks

Obtain information

Make decisions

35 Which conversational interface allows you to preview and modify a catalog item in catalog builder?

- Catalog annotator
- Service Portal Connect Chat
- Virtual Agent
- Native Connect Chat

✓**Answer:** Virtual Agent

36. Virtual agent capabilities include which **three** of the following?

- Translating Languages
- Querying or updating records (for example, get the status on cases or incidents)
- Gathering data, such as attachments, for the agent
- Performing Elevated role functions
- Resolving multi-step problems

✓**Answer:**

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

Gathering data, such as attachments, for the agent

Resolving multi-step problems

37. Which **three** from the list below, does Virtual Agent offer a web-based interface for?

- BlackBerry
- Service Portal
- iOS
- Android

✓**Answer:**

Service Portal

iOS

Android

38. How can you deactivate link unfurling feature in Virtual agent conversations?

- By updating system property cs.re_enable_link_unfurling to true.
- By deactivating UI scripts
- By deactivating Business Rules
- By updating system property com.glide.cs.enable_link_unfurling to false.
- By deactivating Client Scripts
- By updating system property com.glide.cs.disable_link_unfurling to true.

✓**Answer:**

By updating system property com.glide.cs.enable_link_unfurling to false.

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

- Workplace
- Microsoft Teams
- Slack
- Google Hangouts

✓**Answer:**

Workplace

Microsoft Teams

Slack

40. What generates a content-rich preview when a supported link is shared in a conversation with a user, a virtual agent, or in a text-based bot response.

- Link sharing
- Link unfurling
- Web client unfurling
- Channel unfurling
- Link furling

✓**Answer:** Link unfurling

41. Name **three**, items from below about how **Predictive Intelligence** results in improved efficiency and quality and reduces costs:

- Reducing the amount of time spent resolving tasks
- Reducing the amount of incidents calls
- Reducing the number of interactions required to resolve tasks
- Reducing the number of potential human errors that could occur while categorizing and assigning work
- Reducing the number of financial transactions

✓**Answer:**

Reducing the amount of time spent resolving tasks

Reducing the number of interactions required to resolve tasks

Reducing the number of potential human errors that could occur while categorizing and assigning work

42 What allows users to manage which notifications they receive?

- Connect Chat
- Subscriptions
- Now on Now
- System Properties

✓**Answer:** Subscriptions

43. Where can users set their notification subscription preferences?

- Notification settings
- System settings
- Subscription settings
- Email settings

✓**Answer:** System settings

44. What triggers notifications?

- System Events
- Service Level Agreement
- Dot-walking
- Activity Stream

✓**Answer:** System Events

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

- Platform Chat
- Connect Chat
- System Properties
- Subscriptions
- Portal Properties

✓**Answer:** Subscriptions

46. Where do you navigate to see the notifications currently defined in the system?

- System Notification > Notifications
- System Notification > Email > Notifications
- System Properties > Notifications
- Notifications > System

✓**Answer:**

System Notification > Email > Notifications

47 Regarding inbound email actions, name **three** types of actions the system can take in response to a user's message.

- Create custom applications
- Make changes to a system table
- Send the user an email message in reply
- Override agent capacity for selected agents

✓**Answer:**

Make changes to a system table

Send the user an email message in reply

Override agent capacity for selected agents

48. Where do users set their notification subscription preferences?

- Subscription Settings
- Email Settings
- System Settings
- Notification Settings

✓**Answer:** System Settings

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

- Email Actions
- Business Rules
- Email Policies
- Data Policies
- Inbound Actions

✓**Answer:** Inbound Actions

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

- Which email template
- What will it contain
- When to send
- Who will receive

✓**Answer:** What will it contain

51 When configuring an email notification, where can you choose field values from the record to include within the message?

- Select fields pane
- Select variables
- Variables context menu
- Platform variables

✓**Answer:** Select variables.

52 Select **three** from the list below to name contents of **What it will contain**:

- Select variable values to include in subject or message
- Override the message HTML
- Define conditions to be met
- Identify if a record insert or update results in the notification
- Apply an email template

✓**Answer:**

Select variable values to include in subject or message

Override the message HTML

Apply an email template

53 What are the **three** tabs used to configure an email notification?

- When to send
- Which email template
- Why send
- What it will contain
- Who will receive

✓**Answer:**

When to send

What it will contain

Who will receive

54 Which **three** tabs are used to configure an email notification?

- What it will contain
- When to send
- Who will receive
- Which email template
- What the subjects is

✓**Answer:**

What it will contain

When to send

Who will receive

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

- Preview Notification
- Impersonate User
- Sneak Peek
- Auto preview

✓**Answer:**

Preview Notification

56 How can administrators utilize the same content for different notification channels?

- Configure default notification content
- Set up related notification content
- Enable actionable notification content
- Provide common notification content

✓**Answer:**

Provide common notification content

57 Which feature allows users to manage which notifications they receive about various activities occurring in the platform?

- Now on Now
- Subscriptions
- Platform Chat
- ServiceNow Mobile

✓**Answer:**

Subscriptions

58 What are the actions that the system takes in response to messages from users?

- Triggers
- Inbound Email Actions
- Assignment Rules
- Auto Feedback

✓**Answer:**

Inbound Email Actions

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

- True
- False

✓**Answer:**

True

60. Notifications in the Now Platform occur through which of the following **three** methods?

- Virtual Agent
- Email
- Meeting Invitation
- SMS
- Workplace Chat

✓**Answer:**

Email

Meeting Invitation

SMS

61. What are the **three** methods where notifications appear?

- Virtual Agent
- Email
- SMS
- Meeting Invitation

✓**Answer:**

Email

SMS

Meeting Invitation

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

- Define conditions to be met
- Make the notification Subscribable
- Identify if a record insert or update results in the notification
- Select variable values to include in subject or message results in the notification

✓**Answer:**

Define conditions to be met

Identify if a record insert or update results in the notification

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

- User presence
- Additional comments
- Activity stream
- Connect chat
- Comments
- Work notes

✓**Answer:**

User presence

Activity stream

Connect chat

Work notes

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

- Which email template
- Who will receive
- When to send
- What it will contain

✓**Answer:**

Who will receive

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

- **User menu > Subscriptions**
- **System Settings > Notification Preferences**
- **System Properties > Notification Preferences**

✓**Answer:** System Settings > Notification Preferences

66. What are the **two** types of actions the system can take in response to a user's message?

- Send the user an email message in reply
- Update the welcome page
- Print the requested record
- Make changes to a system table

✓**Answer:**

Send the user an email message in reply

Make changes to a system table

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

- What it will contain
- Which email template
- When to send
- Who will receive

✓**Answer:**

When to send

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

- ServiceNow Mobile
- Subscriptions
- Now on Now
- Platform Chat

✓**Answer:**

Subscriptions

69. Name **three** different methods for Notifications in the now platform.

- Virtual Agent
- SMS
- Email
- Workplace Chat
- Meeting Invitation
- Connect Bot

✓**Answer:**

SMS

Email

Meeting Invitation

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

- **All > System Mailboxes > Outbound > Outbox**
- **All > System Mailboxes > Inbound > Outbox**
- **All > System Mailboxes > Inbound > Inbox**
- **All > System Mailboxes > Outbox**

✓**Answer:**

All > System Mailboxes > Outbound > Outbox

71. What type of notification allow users to know when knowledge articles are about to expire?

- Agent Workspace
- SMS
- Self-Service Notifications
- Email

✓**Answer:**

Email

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

- Select variable values to include in subject or message
- Select Users or Groups from field values on the notification record
- Make the notification Subscribable
- Apply an email template

✓**Answer:**

Select Users or Groups from field values on the notification record
Make the notification Subscribable

73. How to navigate to emails sent/received out/in from the Now platform Application navigator?

- System Logs > Emails
- System Policy > Email > Email
- System Notification > Email
- System Notification > Email > Emails

✓**Answer:**

System Logs > Emails

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

- List Title Context menu
- Record Context menu
- List Column Context menu
- Form Context menu

✓ **Answer:**

List Column Context menu

75. What are the filter conditions also known as?

- Filed Values
- Title Bars
- Breadcrumbs
- Column Heading
- Bread dots

✓ **Answer:**

Breadcrumbs

76. Name **four** things that the list interface consists of:

- A title bar
- Favorites
- Filters
- Breadcrumbs
- Columns of data
- Dashboards

✓ **Answer:**

A title bar

Filters

Breadcrumbs

Columns of data

77. Name **three** ways to create a favorite?

- Drag the breadcrumbs of a filters list to the Favorites tab
- Drag an individual record to the Favorites tab
- Select the personalization gear icon
- Select the start of its corresponding section
- Select the star of its corresponding application or module

✓**Answer:**

Drag the breadcrumbs of a filters list to the Favorites tab

Drag an individual record to the Favorites tab

Select the star of its corresponding application or module

78.A filter is a set of conditions applied to a table to help you find and work with a subset of data. In the Now Platform, filter conditions are also referred to as:

- Column Headings
- Filed values
- Breadcrumbs
- Title Bars

✓**Answer:**

Breadcrumbs

79.What allows you to filter the list data using natural language, instead of the condition builder?

- Natural Language Query
- Artificial Intelligence Query
- Natural Predictive Intelligence

✓**Answer:**

Natural Language Query

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

- Column editor
- Field editor
- List editor
- table editor

✓**Answer:**

List editor

81. What does the list editor do?

- It shows the average response time of your ServiceNow instance
- It displays the processing time, including the total time, network latency and browser rendering and parsing
- It allows you to update the record without having to open a form
- All of the above
- None of the above

✓**Answer:**

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

82. What are the **two** list versions?

- v3
- v0
- v1
- v2

✓**Answer:**

v3

v2

83. Which role is required to change list layout?

- configure_list
- personalize_list_control
- list_control
- personalize_list
- list_admin

✓**Answer:**

personalize_list

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

- Record
- List
- Filter
- Field

✓**Answer:**

Filter

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

- List column context menu
- List filter context menu
- List field context menu
- List title menu

✓**Answer:**

List field context menu

86.Select **three** items that List Title menu consists of:

- Show
- User
- Refresh List
- Export
- Create Favorite

✓**Answer:**

Show

Refresh List

Create Favorite

87,Name **two** types of context menus ServiceNow provides.

- Filter Context menu
- List Column Context menu
- Form Context menu
- List Filter Context menu

✓**Answer:**

List Column Context menu

Form Context menu

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

- Right click any list context menu and select Configure > List Layout
- Right click any column header and select Configure > List Layout
- Right click any field context menu and select Configure > List Layout

✓**Answer:**

Right click any column header and select Configure > List Layout

89 What displays actions like quick reports, configuring lists, and exporting data?

- List Context Menu
- Column Context Menu
- Record Context Menu
- Value Context Menu

✓**Answer:**

Column Context Menu

90 Where to navigate to see a list of all configuration items

✓**Answer:** Configuration > Base Items > All

91 Which menu can users access to display actions that involve creating quick reports, configuring lists and exporting data?

- Column context menu
- Record context menu
- Value context menu
- List context menu

✓**Answer:**

Column context menu

92 Lists provide context menus at **three** different levels. What are the three names of those context menus?

- List filter context menu
- List title menu
- List fields context menu
- List description menu
- List column context menu

✓**Answer:**

List title menu

List fields context menu

List column context menu

93 What is part of a filter condition?

- Field, Value, Operation
- Field, Value, Operator
- Field, Condition, Value

✓**Answer:**

Field, Value, Operator

94 Which search feature can be used to help narrow down search results in ServiceNow?

- Context Finder
- Wildcard Characters
- Platform Locator
- Containers

✓**Answer:**

Wildcard Characters

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

- Activity Stream
- Workspace
- List
- Form

✓**Answer:**

List

96 How to you save a filter for a list?

- Click Create it, Name it, Save it
- Give it a name, Set visibility, Save
- Give it a name, Set roles, Save
- Save, Set name, Set roles

✓**Answer:**

Give it a name, Set visibility, Save

97 What key combination allows you to select multiple consecutive values when using the list editor.

- Ctrl & up or down arrow
- Shift & M
- Control & M
- Shift & up or down arrow

✓**Answer:**

Shift & up or down arrow

98 Name two shortcuts that select multiple consecutive values:

- Shift & Down Arrow
- Ctrl & Up Arrow
- Shift & Up Arrow
- Alt & Down Arrow

✓**Answer:**

Shift & Down Arrow

Shift & Up Arrow

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

- List Properties
- Tags
- Label Properties
- List controls

✓**Answer:**

List controls

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

- Red star
- Yellow dot
- Green dot
- Red exclamation point

✓**Answer:**

Green dot

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

- A filter
- A list
- A record
- A field

✓**Answer:**

A field

102. Select **three** items that List Title menu consists of:

- View
- User
- Filters
- Export
- Group By

✓**Answer:**

View

Filters

Group By

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

- Valid To
- Workflow
- Number
- Article Type

✓**Answer:** Number

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

- Keyword Block
- Kubernetes Broker
- Knowledge Base
- Kanban Board

✓**Answer:** Knowledge Base

105. Which of the following **three** ways an end user can leave feedback about an article?

- Leave a comment on the article
- Give a 1-5 star rating
- Fill out an article quality index checklist
- Mark the article as helpful or not helpful

✓**Answer:**

Leave a comment on the article

Give a 1-5 star rating

Mark the article as helpful or not helpful

106. What is a record in a knowledge base that provides information to consumers?

- Listicle
- Service Catalog
- Knowledge Article
- Consumer Report

✓**Answer:** Knowledge Article

107. Knowledge article authors can apply predefined formats, code snippets, table of contents, find/replace text when authoring a knowledge article using this editor **this editor**?

- Java
- HTML
- Python
- MYSQL
- JavaScript
- CSS

✓**Answer:**

HTML

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

- Registered
- Published
- Certified
- Draft

✓**Answer:** Published

109. What is a button that triggers a search for similar knowledge articles already existing?

- Search for Duplicates
- Compare
- Digital Twin
- Find Similar

✓**Answer:**

Search for Duplicates

110. Which **three** of the following are possible methods of populating a knowledge base with knowledge articles?

- Integrating with a WebDev complaint source
- Via e-mail to a defined knowledge e-mail address
- Creating articles directly in the ServiceNow platform
- Importing Microsoft Word files

✓**Answer:**

Integrating with a WebDev complaint source

Creating articles directly in the ServiceNow platform

Importing Microsoft Word files

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

- Leave a comment
- Give a star rating
- Mark as helpful or not
- Fill out a survey

✓**Answer:**

Leave a comment

Give a star rating

Mark as helpful or not

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

- Sharing the keywords
- Taking a screenshot
- Copying and pasting the text
- A Permalink

✓**Answer:**

A Permalink

113. What are the articles with the highest percentage of users marking them helpful called?

- Featured
- Most Helpful
- Most Viewed
- Most Useful

✓**Answer:**

Most Useful

114.What item/widget in the Knowledge Management Service Portal displays articles that have the highest percentage of users marking them as helpful?

- Most Helpful
- Featured
- Most Useful
- Most Viewed

✓**Answer:**

Most Useful

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

- A permalink
- Sharing the keywords
- Taking a screenshot
- Copying and pasting the text

✓**Answer:**

A permalink

116. What are the **two** Knowledge Base article types?

- HTML
- Wiki
- CSS
- JavaScript

✓**Answer:**

HTML

Wiki

117. Where do you click to import Microsoft Word documents directly into a KB?

- Import Articles
- MSW Import
- Upload
- Insert and Publish
- Import Word

✓**Answer:**

Import Articles

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

- Social Q&A
- Social FAQ
- Ask ServiceNow
- Neighborhoods

✓**Answer:**

Social Q&A

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

- Change Control
- Email
- Flagging an article
- Opening an incident
- Opening a case
- None of the above

✓**Answer:**

Flagging an article

110.What item in the Knowledge Management Service Portal displays article that have the highest percentage of users marking them helpful

- Featured
- Most Helpful
- Most Useful
- Most Viewed

✓**Answer:**

Most Useful

111.Navigate here to review flagged articles

✓**Answer:** Knowledge > Articles > All Flagged

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

- Data Chunk
- Blockscript
- Databrick
- Knowledge Blocks

✓**Answer:** Knowledge Blocks

113. What are **three** ways of populating Knowledge Articles in the Now Platform?

- Emails
- Integrated with a third-party WebDav compatible source
- Importing Word Documents
- Importing Excel Sheets
- Creating Manually

✓**Answer:**

Integrated with a third-party WebDav compatible source

Importing Word Documents

Creating Manually

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

- Knowledge Centered Service
- Knowledge Content per Second
- Knowledge Content Support
- Knowledge Category Subcategory

✓**Answer:**

Knowledge Centered Service

115. Which button triggers a search in ServiceNow to determine if there are any similar Knowledge Articles already existing in the platform?

- Find Clones
- Search for Duplicates
- Search for Matches
- Find Corresponding

✓**Answer:**

Search for Duplicates

116.After this date the KA will no longer appear in Knowledge Searches or the published KB.

- Retire date
- Valid to
- Stop publishing
- End publishing

✓**Answer:**

Valid to

117.Name the first **three** Knowledge Article workflows?

- Draft
- Review
- Published
- Revision

✓**Answer:**

Draft

Review

Published.

118.To clean up the Import Set Table data, navigate to:

- **All > System Import Sets > Import Set Tables > Cleanup**
- **All > Import Sets > Import Set Tables > Cleanup**
- **All > System Definition > Import Set Tables > Cleanup**
- **All > System Security > Import Set Tables > Cleanup**

✓**Answer:**

All > System Import Sets > Import Set Tables > Cleanup

119. What happens if a match is found with the field that's been marked coalesce?

- It is one record in the sys_user_role table; and, it's a personal that is assigned to a group or person, i.e., grant access and assign security controls.
- The existing record will be updated with the new information.
- The existing record will not be updated with the new information.
- All of the above
- None of the above

✓**Answer:**

The existing record will be updated with the new information.

120.What is the configuration where duplicate records are created if the import executes again?

- No Coalesce
- Single-Field Coalesce
- Multiple-Field Coalesce
- Conditional Coalesce

✓**Answer:**

No Coalesce

121 The coalesce option on a field map allows you to specify if the selected _____ should be used to coalesce on when import set records are transformed.

- Target table
- Target map
- Target field
- Target value

✓**Answer:**

Target field

122 Can we coalesce multiple fields?

- True
- False

✓**Answer:**

True

123 Select a true statement from below related to Mapping Assist utility.

- Auto matching import set fields with target table fields
- To visually and manually map import set fields with target table fields

✓**Answer:**

To visually and manually map import set fields with target table fields

124 Select one of the below characteristics of importing data into ServiceNow.

- Same Transform Map can be used for multiple import sets
- Only one Transform Map can be used per import set

✓**Answer:**

Same Transform Map can be used for multiple import sets

125 To configure data policies, navigate to:

- **All > System Definition > Rules > Data Policies**
- **All > System Policy > Rules > Data Policies**
- **All > System Security > Rules > Data Policies**
- **All > System Security > Data Policies**

✓**Answer:**

All > System Policy > Rules > Data Policies

126 What tool is used to create relationships between fields in an import set and an existing table?

- Target Table
- Transform Map
- Coalesce
- Import Set
- Import Map

✓**Answer:**

Transform Map

127 How does automating in a Transform Map work?

- It takes the names of import set table heading and matches it against the existing column field name.
- It takes the import set table heading and matches it against the existing column name.
- It takes the import set column name and matches it against the existing table heading.

✓**Answer:**

It takes the names of import set table heading and matches it against the existing column field name.

128 Which option allows you to update existing Target Table records when importing data from an import set?

- Transform
- Mandatory
- Coalesce
- Unique

✓**Answer:**

Coalesce

129 In what type of coalesce are source scripts defined to match the sys_id of the target field?

- Using Multifunctional coalesce
- Using Multiple field coalesce
- Using Conditional coalesce
- Using Single field coalesce
- Not using coalesce

✓Answer:

Using Conditional coalesce

130 To create a Transform Map, navigate to:

- **All > System Import Sets > Create Transform Map**
- **All > Transform Maps > Create Transform Map**
- **All > Import Sets > Create Transform Map**
- **All > System Definition > Create Transform Map**

✓Answer:

All > System Import Sets > Create Transform Map

131 The imported _____ is used to name the import set table the data will be loaded into.

- File label
- naming convention
- File name
- Coalesce condition

✓Answer: File label

132 Which tables can be a target in a transform map?

- Any table
- cmdb_ci
- Problem
- Incident

✓Answer:

Any table

133 What should you use to ensure that a field (or a table) is fully inaccessible to users without a certain role or set of permissions?

- ACLs
- SLAs
- Data Policies
- UI Policies

✓Answer:

ACLs

134 What is used to import data from data sources, then map data into tables?

- Transform Map
- Coalesce
- Target Table
- Import Set

✓**Answer:**

Import Set

135 What does specifying a coalesce mean?

- It's a special data set brought over using a different module.
- Make the report that will feed the gauge.
- The field or fields you specify will be used as a unique key.
- None of the above.

✓**Answer:**

The field or fields you specify will be used as a unique key.

136 What happens when more then one record in the target table matches the coalesce options?

- No Target records are updated and the transform fails with an error
- Only the first matching record in the target table is updated with values from the import set
- All matching target records are updated with values from the import set

✓**Answer:**

Only the first matching record in the target table is updated with values from the import set

137 What is the option allowing you to update existing Target Table records when importing data?

- Transform
- Mandatory
- Unique
- Coalesce

✓**Answer:**

Coalesce

138 Which of the following is a definition for Transform Maps in ServiceNow?

- A Map that is used to share the history of an incident
- A Map used to add data to encrypt fields

- A map used to trigger business rules before the data is queued in the outbound web service
- A map to determine relationships between fields displaying in an import set to fields in an existing table

✓**Answer:**

A map to determine relationships between fields displaying in an import set to fields in an existing table

139. Regarding Import Sets, if there are any discrepancies in terms of how fields were automatically matched, these can easily be corrected using the _____. _____.

- Automatic mapping utility
- Mapping assist utility

✓**Answer:**

Mapping assist utility

140. What does 'Coalesce' field mean?

- Field/s will be set a reference key
- Field/s will bind with target table
- Field/s will be set a unique key

✓**Answer:**

Field/s will be set a unique key.

141 Name the simplest mapping method is where all the field names of the Import Set match the name of the fields on the target table where the data will be transformed.

- Transform Map mapping.
- Automatic mapping utility
- Map Designer
- Mapping assist utility

✓**Answer:** Automatic mapping utility

142 A single _____ field can also be mapped to multiple fields on a Target Table.

- Export Set
- Import Set
- Import Rule
- Import Guide

✓**Answer:** Import Set

143 Which **two** roles are required to manage import sets?

- admin_import
- import_admin
- import_set_admin
- transform_admin
- admin

✓**Answer:**

import_admin
admin

144 Which are the accepted file types for an Import?

- Excel, CSS, HTML
- HTML, CSS, JS
- Excel, XML, CSV
- Excel, CSS, HTML

✓**Answer:**

Excel, XML, CSV

145 Regarding Import Sets, select **two** options where you can import data from:

- An inbound email actions
- System event
- An LDAP connection (Lightweight Directory Access Protocol)
- A JDBC connection (Java™ database connectivity)

✓**Answer:**

An LDAP connection (Lightweight Directory Access Protocol)
A JDBC connection (Java™ database connectivity)

146 The conversion of data from an import set table to its target table according to the _____ in the transform map.

- Rules defined
- Rules labeled
- Import set
- Table definition

✓**Answer:** Rules defined

