[**https://quizlet.com/255127535/domain-1-user-interface-and-navigation-flash-cards/**](https://quizlet.com/255127535/domain-1-user-interface-and-navigation-flash-cards/)

**Which one of these applications is available to all users?**

a. Change

b. Incident

c. Facilities

d. Self-Service

D: Self-Service is the only application that is available to all users.

**ServiceNow is a single-instance, multiple tenant architecture?**

True

False

False: The ServiceNow Cloud is built on an advanced multi-instance, single tenant architecture. Each tenant (or customer business) may have more than one instance.

**What are the main UI component(s) of the ServiceNow Platform?**

a. Banner Navigator

b. Banner Frame

c. Application Frame

d. Application Navigator

e. Content Menu

f. Content Frame

B, D, F: The three key components of the ServiceNow UI are:

B: Banner Frame: Highlights important tools and settings that apply to your instance

D: Application Navigator: The content that is populated in the navigator depends on your role. It provides links to all application menus and modules, based on your permissions

F: Content Frame: Displays information such as lists, forms, dashboards, knowledge bases, and service catalogs depending on where you navigate within the platform

**There are \_\_\_\_\_ common types of Interfaces (Numeric Value)**

6: There are six common types of interfaces

a. Homepage: Consists of navigational elements, functional controls, and platform information.

b. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.

c. Form: Data is entered into ServiceNow through forms

d. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.

e. Maps: Display ServiceNow data graphically on a Google map

f. Timelines: Used to track tasks or projects

**Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?**

a. Form

b. List

c. Dashboard

d. Timeline

C: Dashboards enable you to display multiple performance analytics, reporting and other widgets on a single screen

**What are the three components of a filter condition?**

a. Table

b. Value

c. Field

d. Operator

**Configuration will not affect what others see on their forms.**

True

False

False: Configuration affects what users will see. However, personalizing a list will not affect what others see on their forms. Personalization affects you as a user, configuration can affect everyone's view of a form.

**What is the difference between docs.servicenow.com and community.servicenow.com?**

Docs is an official resource provided by ServiceNow, while Community is a resource filled with knowledge from other ServiceNow users.

**What displays a set of records from a table?**

a. View

b. Dashboard

c. Panel

d. List

D. A list displays a set of records from a table.

**What are the five parts of a List?**

Title Bar, List Filters / Breadcrumbs, Column Headings, Column Header Search, Fields.

**A \_\_\_\_\_\_ is a version of a customized list or form which defines the layout order and what fields appear on the list or form.**

View. Views enable users to quickly display the same list or form in multiple ways. System administrators can create views for lists or forms.

**Switching views on a form will attempt to save all changes made to the record.**

True

False

**What are the three types of control menus?**

List, Column, Record.

List control menu: Used to access options related to viewing an filtering the entire incidents list.

Column control menu: Used to access display actions related to that column.

Record Control Menu: Used to see a menu of actions related to the values in a cell, such as filtering options, assigning tags, and more.

**Where do you navigate to add or remove columns(fields) from a list or change the order in which the columns appear in the list, for all users?**

Column Control Menu -> Configure -> List Layout

**Through Personalize List Columns you can do what of the following:**

a. Add

b. Remove

c. Rearrange

d. Reset

e. Aggregate

f. All of the Above

A,B,C,D. In personalizing your columns, you have the ability to add/remove columns from your view. You also can change the order or reset the view to the default settings. You do not have the ability to add/aggregate columns together.

**The \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ allows you to edit field values in a list without opening the form.**

List Editor.

**What is the name of the text indexing and search engine that performs all text searches in ServiceNow?**

a. Google

b. Bing

c. Zing

d. Yahoo

C. Zing is the text indexing and search engine that performs all text searches in ServiceNow

**What is the difference between filters and breadcrumbs?**

a. Both are a type of filter. There is no difference

b. Filters are applied to the table, while breadcrumbs are a form of filter navigation ordered from right to left.

c. Filters are applied to the table, while breadcrumbs are a form of filter navigation ordered from left to right.

C. Filters allow you to specify exactly which records you want to see within a selected list. Breadcrumbs summarize the filter conditions that are applied to a list.

**You can load a form directly by searching on a record number in the \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ or by clinking on a list.**

Global Text Search

**When a field on a form is mandatory, an asterisk will be shown. The color of the asterisk is first \_\_\_\_\_\_\_\_\_ and then once the field has been filled the asterisk will turn \_\_\_\_\_\_\_\_\_\_\_\_**

Red. Grey

**You can hide mandatory fields on a form.**

True

False

False. You cannot hide mandatory fields on a form. When you personalize a form to show or hide important fields, you only have the option to modify the visibility of non-mandatory fields.

**What are the five common field types?**

String, Choice, True/False, Date/Time, Reference

**What is the image of the Reference Lookup Icon?**

a. A Scroll

b. A pair of binoculars

c. A gear

d. A magnified glass.

**Wildcard searches can be used in reference fields.**

True

False

**What element type do you use to refer to records on any table in the platform?**

a. Reference Field

b. String Field

c. Document ID

d. Date

C: Document ID. A reference field can refer only to records from one other table. To add a field that can refer to records on any table in the platform, regardless of a shared reference, use the Document ID element type.