Which of the following is a key difference between Reporting and Performance Analytics?

○ Performance Analytics answers the question of 'Where are we today?'; Reports answer 'Where do we want to be?'.

○ Performance Analytics is a replacement for the legacy ServiceNow Reporting functionality.

○ Reports can generate accurate historical trends; Performance Analytics is limited in time.

Correct answer

○ Performance Analytics can show snapshots of data taken over time; Reports can only show the current snapshot of data.

Question 2 Skipped

Which option in the Email Client Template allows you to include attachments from emails while replying to or forwarding emails?

○ `glide.email.inbound.image_sys_attachment.filter.action` system property

○ Attachment Send Action

Correct answer

○ Include attachment from email

○ Email Attachment Conditions

○ 'Attachment is `true` ' condition

Question 3 Skipped

Which of the following are the notification preferences that users can manage?

Select 4 Answers from the below options.

Correct selection

☐ Add a new channel (email address, mobile device for push notifications, SMS, voice).

Correct selection

☐ Apply a schedule to a notification.

Correct selection

☐ Enable/disable notifications.

Correct selection

☐ Disable receipt of specific notifications.

☐ Include/exclude attachments in notifications.

Question 4 Skipped

What do you use to control access to features and capabilities in ServiceNow applications and modules?

○ Group

Correct answer

○ **Role**

○ Company

○ Organisation

○ Department

Which of the following should you do before importing data into ServiceNow?

Select 3 Answers from the below options.

☐ Delete all the existing target table records to avoid conflicts.

Correct selection

☐ Decide what to do with incomplete or erroneous data.

Correct selection

☐ Determine which source data maps to which target fields.

Correct selection

☐ Understand the data you plan to import.

Question 6 Skipped

Enhanced notification preferences enable you to easily change your preferences and choose which notifications you prefer, where and when you want to be notified.

What options are available for users when setting their notification preferences in Next Experience?

Select 3 Answers from the below options.

☐ Create, edit, or delete system notifications for a particular channel.

Correct selection

☐ Enable or disable a particular channel for receiving notifications.
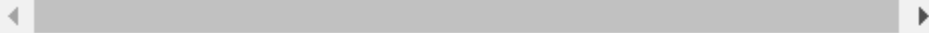
Correct selection

☐ Create, edit, or delete notification channels for instant messages, email, SMS, and voice.

☐ Set global notification preferences for all active users in the system.

Correct selection

☐ Create custom notifications by subscribing to system notifications and applying desired conditions.

What are the possible data source file formats for an import set?

Select 4 Answers from the below options.

Correct selection

☐ CSV

☐ TXT

Correct selection

☐ XLSX

Correct selection

☐ JSON

Correct selection

☐ XML

Which of the following are true statements about workflows?

Select 3 Answers from the below options.

☐ Workflows are often published during workflow development.

☐ The published workflow executes for a developer who has checked out the workflow.

Correct selection

☐ Multiple versions of a workflow can exist at the same time.

Correct selection

☐ When a workflow is invoked, the current workflow definition is loaded into the workflow context.

Correct selection

☐ Only one published version of a workflow exists in runtime for new contexts.

A fulfiller has completed all tasks for one of the items in a request, and the tasks are set to Closed.

What happens in the workflow?

○ The request is automatically set to Closed Complete.

○ The requester is notified that the request is Complete.

Correct answer

○ The requested item is automatically set to Closed Complete.

○ The requested item moves to the next phase of fulfilment.

Which of the following indicates the type of relationship for the bi-directionally related tables, where the related records are visible from both tables in a related list?

○ Parent/Child

○ Referenced

○ MetricBase

○ Database View

Correct answer

○ **Many to Many**

○ Extended

○ One to Many

What are the three key attributes of every field?

Select 3 Answers from the below options.

Correct selection

☐ **Field Label**

Correct selection

☐ **Field Name**

☐ Location

☐ ID

Correct selection

☐ **Value**

Question 12 Skipped

What is the purpose of Embedded Help on the ServiceNow platform?

Select 4 Answers from the below options.

Correct selection

☐ Coach users on using a custom application

☐ Provide help if the user's preferred language is English

Correct selection

☐ Provide specific written or video-based instructions for a custom application

Correct selection

☐ Display content based on query parameter values

Correct selection

☐ Display content based on user role

Question 13 Skipped

What are the three different request methods in the Service Catalogue?

Select 3 Answers from the below options.

☐ Wish List

Correct selection

☐ Submit

☐ Save

Correct selection

☐ Request

Correct selection

☐ Order

Question 14 Skipped

What role is required to create and edit Access Controls?

○ elevated_admin

○ security

○ elevated_security

Correct answer

○ security_admin

○ admin

Question 15 Skipped

How is it possible for a non-administrator to develop and deploy applications on the Now Platform?

○ Ask the administrators to do it since only administrators have this level of access.

○ It is not possible to develop or deploy applications in ServiceNow.

Correct answer

○ **Use delegated development and deployment application.**

○ It is not necessary for a non-administrator to develop or deploy applications.

Question 16 Skipped

Which of the following is true about the CMDB Data Manager?

Select 3 Answers from the below options.

Correct selection

☐ It can create policies that govern CI life cycle stages such as retirement and deletion.

☐ It is a framework that supports multiple configuration strategies.

Correct selection

☐ It is a wizard-like tool that provides a comprehensive solution for managing CIs.

Correct selection

☐ It is a policy-driven framework for managing CI life cycle operations.

Question 17 Skipped

Which field on a Configuration Item (CI) record is recommended for routing Incidents to the appropriate group to resolve CI-related incidents quickly?

Correct answer
- ○ Support Group

- ○ Managed By Group

- ○ Change Group

- ○ Approval Group

- ○ Assignment Group

Question 18 Skipped

Which of the following is a way to add an application to a ServiceNow instance for development?

Select 2 Answers from the below options.

☐ Use the ServiceNow Store to load an application.

Correct selection

☐ Use the Guided App Creator to create an application.

☐ Use the Create Application module to create an application.

☐ Use Application Cross-Scope Access to load an application.

Correct selection

☐ Use Studio to import an application from source control.

Question 19 Skipped

Which of the following statements are true about Dashboards?

Select 2 Answers from the below options.

Correct selection

☐ Dashboards can contain widgets and tabs.

☐ Dashboards can have a maximum of four widgets.

Correct selection

☐ Dashboards are configured using a drag and drop canvas.

☐ Applications are allowed to have only one Dashboard.

☐ All users can view all dashboards.

Question 20 Skipped

What happens if you select Publish when creating knowledge articles manually or by import?

○ The articles are sent for approval.

Correct answer

○ It triggers the publish workflow assigned to the knowledge base.

○ The articles are sent for review.

○ The articles are automatically moved to a Published state.

Question 21 Skipped

What represents a standard and shared set of service-related definitions across the products and platform that will provide prescriptive guidance on service modelling within the CMDB?

○ Configuration Management System (CMS)

○ Configuration Management Database (CMDB)

Correct answer
○ Common Services Data Model (CSDM)

○ Configuration Item (CI)

Question 22 Skipped

Which of the following definitions corresponds to Service Catalogue?

○ Products placed in the shopping cart

Correct answer
○ It contains a collection of orderable products and services.

○ A customised interface used to build and submit an order

○ A collection of one or more ordered items

Question 23 Skipped

What role can manage all aspects of the Service Catalog application and the scripting functions?

Correct answer

○ Administrators (`admin`)

○ Catalogue administrators (`catalog_admin`)

○ Catalogue editors (`catalog_editor`)

○ Catalogue managers (`catalog_manager`)

Question 24 Skipped

What is the minimum required component in each flow in Flow Designer?

Select 2 Answers from the below options.
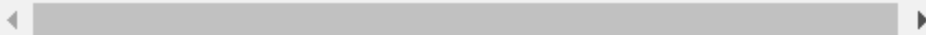
Correct selection

☐ Action

☐ Flow Logic

☐ Subflow

Correct selection

☐ Trigger

An update set is a group of configuration changes that can be moved from one instance to another; however, not everything is captured.

Which of the following are automatically captured in an update set?

Select 3 Answers from the below options.

Correct selection

☐ Fields

Correct selection

☐ Views

Correct selection

☐ Roles

☐ Schedules

☐ Tasks

Question 26 Skipped

What are the three reasons for using ServiceNow Mobile apps?

Select 3 Answers from the below options.

Correct selection

☐ A global search to find people, services, items, and articles

☐ No authentication is required to access the data

☐ Allows multiple logins to an instance

Correct selection

☐ Push notifications for instant access to critical information

Correct selection

☐ Ability to submit, view, and update requests, issues, and tasks

Question 27 Skipped

(Xanadu) To protect data and privacy, you can redact sensitive data such as credit card details, email addresses, and phone numbers from inbound emails.

How is the redacted data presented when an inbound email is received and processed?

○ Replaced and restricted

○ Edited and available

Correct answer

○ Masked and unrecoverable

○ Randomised and recoverable by admins

Question 28 Skipped

What application/functionality allows you to generate a report by entering a query instead of going through the full Report Designer menu?

○ Process Automation Designer

○ Performance Analytics

○ Virtual Agent

Correct answer

○ Analytics Q&A

Question 29 Skipped

Each time a knowledge article is viewed, a record is added to which table?

○ Knowledge [kb_knowledge]

○ Knowledge Feedback [kb_feedback]

Correct answer

○ Knowledge Use [kb_use]

○ Knowledge Search Log [ts_query_kb]

Which of the following are the data visualisation formats in ServiceNow?

Select 3 Answers from the below options.

☐ Databases

Correct selection

☐ Dashboards

☐ Tables

Correct selection

☐ Reports

Correct selection

☐ Form Charts

What are the three sections of an Access Control record that must evaluate to `true` to grant access to a resource?

Select 3 Answers from the below options.

☐ Condition Script

Correct selection

☐ Condition

Correct selection

☐ Script

☐ Advanced

Correct selection

☐ Requires Role

Question 32 Skipped

Which field data type adds a report to a form?

- ○ Pivot

- ○ Link

- ○ Percent Complete

Correct answer

- ○ Chart

- ○ PDF

Question 33 Skipped

The VIP value for a user is set to true on the [sys_user] table. The user is listed as the Caller of an incident.

Which of the following statements are true in a baseline platform configuration?

Select 2 Answers from the below options.

Correct selection

- ☐ The user's name is shown in red in the Caller field.

Correct selection

- ☐ A 'VIP' decoration is displayed next to the Caller field.

- ☐ The priority field calculation is adjusted to increase Priority by 1.

- ☐ The SLA workflow conditions for 'VIP' trigger additional notifications to the manager of the Assignment group.

Question 34 Skipped

You can add human-readable keywords to the URLs of portal pages to improve search engine optimisation (SEO) and click-through rates and help users understand what to expect on the page.

What can be added as human-readable keywords to help with SEO?

Select 2 Answers from the below options.

Correct selection

☐ **Static content**

☐ Sys ID

Correct selection

☐ **Dynamic page variables**

☐ **Page parameters**

☐ **Page ID**

Question 35 Skipped

Which of the following can be used to create configuration items (CIs) in the CMDB?

Select 3 Answers from the below options.

> Correct selection
>
> ☐ Creation via service catalogue fulfilment processes

☐ Creation via the incident management process

> Correct selection
>
> ☐ Creation via the change management process

> Correct selection
>
> ☐ Creation triggered by asset management

Question 36 Skipped

What is the primary way to interact with the applications and information in a ServiceNow instance?

○ Service Portal

○ Workspace

○ ServiceNow Mobile Apps

○ Application Programming Interface (API)

> Correct answer
>
> ○ Next Experience Unified Navigation

(Xanadu) You can submit a catalogue item request using the Virtual Agent powered by Natural Language Understanding (NLU).

What are the different ways to render a catalogue item in Virtual Agent?

Select 4 Answers from the below options.

☐ Using a card

Correct selection

☐ Using a conversation

Correct selection

☐ Using an inline

☐ Using an iframe

Correct selection

☐ Using a pop-up

Correct selection

☐ Using a window

When do `onSubmit` Client Scripts execute their script logic?

Select 3 Answers from the below options.

Correct selection
☐ When a user clicks the Update button

☐ When a user clicks the Lookup button on a reference field

☐ When a user clicks the Delete button

Correct selection
☐ When a user clicks the Save menu item in the Additional Actions menu

Correct selection
☐ When a user clicks the Submit button

Where in the Flow Designer can you find information about the actions you add to a flow?

Correct answer
○ Help Panel

○ Flow Assistant

○ Virtual Agent Help

○ Connect Support

Which of the following operations is a record-type access control list that restricts report access based on a role?

○ report_on

○ report_admin

Correct answer

○ report_view

○ report_access

How can you access the Form Builder in ServiceNow?

Select 4 Answers from the below options.

Correct selection

☐ From Table Builder

☐ From Form Designer

Correct selection

☐ From the forms on the Now Platform

☐ From Catalog Builder

Correct selection

☐ From UI Builder

Correct selection

☐ From Related Links

Question 42 Skipped

Which portal allows you to discover catalogue items and record producers based on their topics and taxonomy?

Correct answer
○ Employee Center

○ Self-Service Portal

○ Service Workspace Portal

○ Knowledge Portal

○ Service Portal

Question 43 Skipped

Who can create additional ad-hoc tasks for a requested item?

○ Any of the fulfillers

○ Any of the approvers

Correct answer
○ Fulfillers with permissions

○ The requester

Question 44 Skipped

Under which tab within the email notification configuration can you identify if a record insert or update triggers a notification?

○   What Digest will contain

○   What it will contain

○   Who will receive

Correct answer

○   When to send

Question 45 Skipped

Which of the following core tables is both a base and a parent table?

○   Incident [incident]

Correct answer

○   Task [task]

○   Knowledge Base [kb_knowledge_base]

○   Visual Task Board [vtb_board]

○   Configuration Item [cmdb_ci]

At what levels can User Criteria be used in Knowledge Management to control who can read and contribute?

Select 3 Answers from the below options.

Correct selection

☐ Knowledge Base

Correct selection

☐ Knowledge Block

☐ Knowledge Category

Correct selection

☐ Knowledge Article

What value does the Condition field in a Business Rule return if the field is blank?

○ NULL

○ ""

○ undefined

Correct answer

○ TRUE

○ FALSE

Question 48 Skipped

Which of the following business needs can be addressed by Flow Designer?

Select 3 Answers from the below options.

Correct selection

☐ To orchestrate business processes across services with little technical user knowledge.

Correct selection

☐ To integrate with 3rd party systems.

☐ To enhance processes using a ServiceNow Instance that is running Jakarta or prior.

Correct selection

☐ To reduce technical debt, such as reducing scripting to simplify upgrades and deployments.

☐ To redevelop existing logic already built using the ServiceNow workflow editor.

Question 49 Skipped

What application enables you to understand user web and mobile experiences by visualising your metrics and interactions through an interactive dashboard?

○ Predictive Intelligence

○ Performance Analytics

Correct answer

○ User Experience Analytics

○ Self-Service Analytics

How can one user temporarily become another user for testing purposes?

○ Select a user to impersonate with the User Picker in the banner.

○ Open User Administration > Impersonate User and select a user to impersonate.

Correct answer

○ Open the User menu and select the Impersonate User menu item. Select a user to impersonate.

○ Open User Administration > Users, select a user, and click the Impersonate User related link.

○ Open the User menu and select the Elevate Roles menu item. Select a user to impersonate.

Question 51 Skipped

Which of the following are possible outcomes when coalescing detects a match between a record in the staging table and a record in the target table?

Select 2 Answers from the below options.

Correct selection

☐ Overwrite the record in the target table with the source data.

☐ Create duplicate records.

Correct selection

☐ Keep the record already in the target table.

☐ Stop the import and delete the previously imported records.

☐ Halt the import and ask the user what to do.

Question 52 Skipped

Which of the following is an example of a CI Class switch?

○ A CI from the Windows Server [`cmdb_ci_win_server`] class is switched off.

○ A CI is moved from the Windows Server [`cmdb_ci_win_server`] class to the Server [`cmdb_ci_server`] class.

Correct answer

○ A CI is reclassified from the Linux Server [`cmdb_ci_linux_server`] class to the Windows Server [`cmdb_ci_win_server`] class.

○ A Server record that was upgraded from the Server [`cmdb_ci_server`] class to the Windows Server [`cmdb_ci_win_server`] class.

Question 53 Skipped

Which of the following describes creating a field on a table with Form Designer?

○ From the Fields tab, drag the field onto the form and configure the field.

○ Click the New Field button in the form section and configure the field.

○ From the Fields tab, drag the Fields type onto the form and configure the field.

○ Double-click Insert a new row... in the form to enter details for the new field.

Correct answer

○ From the Field Types tab, drag the field type onto the form and configure the field.

Question 54 Skipped

What does a column in the list interface correspond to in a ServiceNow instance?

○ A reference

○ A table

Correct answer

○ A field

○ An attribute

○ A record

○ An index

Who has access to create, edit or delete sorting criteria in Visual Task Boards?

Correct answer

○ The owner of the board

○ Users with `vtb_admin` role

○ Primary and additional assignees of the board cards

○ All board members

Who can contribute if no User Criteria are specified for 'Can Contribute' in a Knowledge Base?

○ User Criteria Admins

Correct answer

○ Knowledge Base Managers

○ All users

○ No one

Question 57 Skipped

What minimum role is required to subscribe to or unsubscribe from a Configuration Item?

> **Correct answer**
>
> ○ cmdb_read

○ ecmdb_admin

○ itil_admin

○ itil

Question 58 Skipped

Where can fulfillers navigate to find catalogue tasks assigned to them and their groups to fulfil requests?

Select 2 Answers from the below options.

☐ All > Service Catalog > My Groups Work

☐ All > Service Catalog > My Work

> **Correct selection**
>
> ☐ All > Service Desk > My Work

> **Correct selection**
>
> ☐ All > Service Desk > My Groups Work

Question 59 Skipped

What ServiceNow product allows you to create request-fulfilment applications without writing code?

○ App Engine Studio

○ Guided Application Creator

○ ServiceNow Studio

Correct answer

○ Creator Studio

Question 60 Skipped

What are the components of the Now Platform Core UI interface?

Select 3 Answers from the below options.

Correct selection

☐ Application navigator

☐ Workspace

Correct selection

☐ Banner frame

☐ Sidebar

Correct selection

☐ Content frame