Question 1 Skipped

Which of the following is valid regarding Flow Designer?

Select 3 Answers from the below options.

Correct selection
- ☐ Provides automation tools

Correct selection
- ☐ Saves time

- ☐ Requires scripting experience

Correct selection
- ☐ Integrates with third-party systems

Question 2 Skipped

What scores are found on the CMDB health dashboard?

Select 3 Answers from the below options.

Correct selection

☐ Compliance

Correct selection

☐ Completeness

☐ Connectedness

Correct selection

☐ Correctness

Question 3 Skipped

What report type requires access to the data to view it?

○ Pie chart

○ Bar chart

Correct answer

○ List report

○ Donut chart

Question 4 Skipped

What allows you to see more information on the same screen real estate when using Visual Task Boards?

○ Card Thumbnails

○ Minimise Tasks

Correct answer

○ Compact Cards

○ Card Groups

Question 5 Skipped

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

○ Sharing the keywords

○ Taking a screenshot

○ Copying and pasting the text

Correct answer

○ A permalink

Question 6 Skipped

What results are displayed on the menu when searching for the keyword 'service' in the Filter field?

Select 2 Answers from the below options.

Correct selection

☐ Any module with a name containing 'service'.

Correct selection

☐ All modules and sections within the 'Service Desk' application.

☐ Only applications, sections and modules with names containing 'service'.

☐ Only applications with a name containing 'service.'

Question 7 Skipped

What is granted to non-administrators for them to develop applications?

○ The developer Role

Correct answer

○ Delegated Development

○ The itil Role

○ Access Control

Question 8 Skipped

Which icon allows you to access resources such as ServiceNow documentation and user guide?

○ Magnifier icon

○ Funnel icon

○ Book icon

Correct answer

○ Question mark icon

○ Lock icon

○ Gear icon

Question 9 Skipped

You can access CMDB Data Manager from CMDB Workspace, built using UI Builder components.

What can you do using the CMDB Data Manager?

Select 3 Answers from the below options.

- ☐ Create new Configuration Item (CI) classes in the CMDB

Correct selection
- ☐ Review and approve or reject assigned tasks

- ☐ Perform regular data backups for the CMDB

Correct selection
- ☐ Manage retirement definitions and exclusion lists

Correct selection
- ☐ Administer and manage policies and tasks

- ☐ Monitor the overall health and performance of the CMDB

What is a CI?

Select 3 Answers from the below options.

☐ `configuration_admin` role

☐ Configuration Management Database

Correct selection

☐ **Configuration Item**

Correct selection

☐ **Tangible (e.g. hardware, software, servers) entities**

Correct selection

☐ **Intangible (e.g. business services, email) entities**

Question 11 Skipped

Which of the following are true statements about platform scripting?

Select 3 Answers from the below options.

- [ ] Client scripts can only execute on the browser but not when a database lookup is needed.

Correct selection
- [ ] Data Policy can be run as a UI policy client-side.

Correct selection
- [ ] Business rules are not real-time and do not monitor fields on a form.

Correct selection
- [ ] UI Actions can execute both client-side and server-side.

Question 12 Skipped

What feature creates reusable components to run everyday tasks in Virtual Agent conversations?

Correct answer
- ○ Topic blocks

- ○ Chat re-route

- ○ Virtual transfer

- ○ Agent transfer

Question 13 Skipped

Which of the following are the accessibility enhancements in the Service Portal application? Select 3 Answers from the below options.

Correct selection

☐ Text size can be increased to 200% through your browser settings.

☐ Content can be zoomed up indefinitely without loss of functionality.

Correct selection

☐ Text-to-speech labels that you hear match the labels you see on the screen.

Correct selection

☐ The screen reader speaks new content without disturbing the current flow.

Question 14 Skipped

What allows users to see a time-stamped history of all actions taken within a record?

○ Favourites

○ Form History

○ Form Activity

Correct answer

○ Activity Stream

What sorting options are available when searching for a knowledge article on the Knowledge portal?

Select 4 Answers from the below options.

☐ Category

☐ Rating

Correct selection

☐ Newest

Correct selection

☐ Views

Correct selection

☐ Relevancy

Correct selection

☐ Alphabetical

Question 16 Skipped

What is a definition of a transform map in ServiceNow?

○ A map used to store the history of the incident records

○ A map used to trigger Business Rules before the data is queued in the outbound Web Service

Correct answer

○ A map to determine relationships between fields displayed in an Import Set to fields in an existing table

○ A map used to add data to encrypted fields

Question 17 Skipped

Where do you define user conditions to determine who can access catalogue items?

○ Catalogue UI Policies [catalog_ui_policy]

○ Service Catalogue Configuration / Properties [system_properties_servicecatalog_ui]

○ Catalogue Client Scripts [catalog_script_client]

Correct answer

○ User criteria [user_criteria]

Question 18 Skipped

What dictionary attribute do you use to list all the columns you want visible on a reference field's drop-down list?

○ ref_ac_order_by

○ ref_ac_columns_search

○ ref_auto_completer

Correct answer
○ ref_ac_columns

Question 19 Skipped

What phase of the Report Designer allows you to choose the title, colours and chart properties?
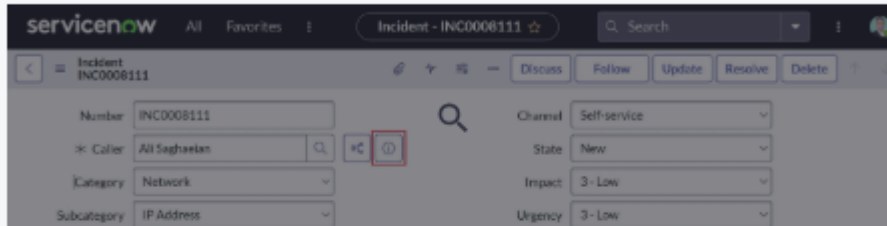
Correct answer
○ Style

○ Data

○ Configure

○ Type

What field type on a form has a clickable icon that provides a preview of the associated record?

○ Information

○ Preview

Correct answer
○ Reference

○ Function

○ Pop-up

○ Database

Question 21 Skipped

What are the benefits of Flow Designer?

Select 3 Answers from the below options.

Correct selection

☐ Provides natural-language-descriptions of flow logic

Correct selection

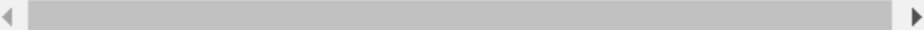☐ Promotes process automation by enabling subject matter experts to develop and share reusable actions

☐ Provides multiple environments to build and visualise business processes

☐ Allows extending flow content by replacing workflows

Correct selection

☐ Provides configuration and runtime information to create, operate and troubleshoot flows from a single interface

Question 22 Skipped

What application enables you to discover Personally Identifiable Information (PII) within the ServiceNow instance and classify, report, or act on the PII?

Correct answer

○ **Data Discovery**

○ Data Classification

○ Data Filtration

○ Data Separation

○ Data Privacy

Question 23 Skipped

Which of the following are ways to collaborate with team members on Tasks?

Select 4 Answers from the below options.

Correct selection

☐ Connect chat / Sidebar

☐ Additional comments

Correct selection

☐ Activity streams

Correct selection

☐ Work notes

Correct selection

☐ User presence

Question 24 Skipped

How do end-users typically access the service catalogue when using the Service Portal?

○ Under System Status

Correct answer

○ Under Request Something

○ In the Community

○ In the Knowledge Base

Question 25 Skipped

Which of the following statements are true about import sets?

Select 3 Answers from the below options.

Correct selection

☐ You can import data from several different file formats or external data sources.

☐ Transform map is the conversion of data from an import set table to another table.

☐ The Import Set Deleter scheduled job cleans up all import set data every day at midnight.

Correct selection

☐ Import Sets cannot add data to encrypted fields.

Correct selection

☐ Creating an extremely large import set can cause delays and system outages.

Question 26 Skipped

Where can you find information about the new and important features for applications in your instance, including features from the latest ServiceNow release(s)?

○ Release Center

○ Resource Center

○ Customer Success Center

Correct answer

○ Help Center

Question 27 Skipped

What aspects of the Service Catalog application can a Catalog Administrator manage?

Select 3 Answers from the below options.

- [ ] Scripting functions

Correct selection
- [ ] Categories

- [ ] Business Rules

Correct selection
- [ ] Catalog Item

Correct selection
- [ ] Catalogs

Question 28 Skipped

What plugin must be activated to onboard a large volume of external users to a custom application in your instance?

- ( ) User Registration Request (`com.snc.user_registration`)

- ( ) Integrations - External Authentication Framework (`com.glide.external.app`)

- ( ) External User Registration (`sn_ext_usr_reg`)

Correct answer
- ( ) External User Self-Registration (`com.snc.external_user_self_registration`)

Question 29 Skipped

What field attributes can a UI policy action change on a form?

Select 3 Answers from the below options.

Correct selection

☐ Mandatory

Correct selection

☐ Visible/hidden

☐ Prevent cell editing

Correct selection

☐ Read-only

☐ Change colour

Question 30 Skipped

Which form view is displayed when clicking on the reference icon of a field in a form?

○ Self Service

Correct answer

○ Sys_popup

○ Service Portal

○ VTB

Question 31 Skipped

What coalesce configuration in the import process treats all imported rows as new records and does not update existing records?

○ Single-field coalesce

Correct answer
○ No coalesce

○ Multi-field coalesce

○ Conditional coalesce

Question 32 Skipped

What role is required to toggle the template bar and apply global templates to the forms?

○ form_admin

Correct answer
○ No special role

○ template_editor

○ template_admin

Question 33 Skipped

What IT challenges can be solved with the CMDB?

Select 3 Answers from the below options.

- ☐ Capture known Configuration Items (CIs).

- ☐ Store well-defined relationships.

Correct selection
- ☐ Make sense of data to drive decisions and services.

Correct selection
- ☐ Consolidate disparate Configuration Item (CI) data into a single Configuration Management Database.

Correct selection
- ☐ Regularly maintain complex data for accuracy.

Question 34 Skipped

What can you include in the Email Client Template so you can reuse them when replying to or forwarding emails?

- ○ Notification Filters

- ○ Email Properties

- ○ Outbound Actions

Correct answer
- ○ Attachments

Question 35 Skipped

Where can you organise form sections and related lists into tabs in classic forms?

○ User Menu > Preferences > Accessibility

○ All > System UI > Forms

○ All > System UI > Related lists

Correct answer

○ User Menu > Preferences > Display

Question 36 Skipped

(Xanadu) How do you define an Access Control List (ACL) rule to prevent user access unless the role, condition, and script requirements are all met?

Correct answer

○ Deny-Unless decision type

○ Read-only Protection policy

○ Query_match operation

○ UserIsAuthenticated security attribute

Question 37 Skipped

Where can you view how a catalogue item appears in a conversational interface and modify the item if required?

○ In Service Portal

Correct answer

○ In Catalog Builder

○ In AI Search

○ In Workspace

Question 38 Skipped

What integration with Catalog Builder enables you to translate the content of the catalogue items on the Catalog Builder dashboard?

○ Internationalisation Framework

○ Translation Framework

○ Globalisation Framework

Correct answer

○ Localization Framework

Question 39 Skipped

Which of the following defines an application service in the best way?

○ An application service monitors services in an organisation.

Correct answer

○ It is a set of interconnected applications and hosts configured to offer a service to an organisation.

○ It supports multiple configuration strategies.

○ It provides standard fields and values for tracking life-cycle stages.

Which of the following tabs are used to configure an email notification?

Select 3 Answers from the below options.

Correct selection

☐ When to send

☐ What the subject is

Correct selection

☐ What it will contain

☐ Which email template

Correct selection

☐ Who will receive

What type of Flow Designer Trigger is required to look up a record, update a field value and request approval?

○ Schedule-based

Correct answer

○ Record-based

○ Application-based

○ Role-based

(Xanadu) Knowledge articles can be automatically generated by selecting a list of similar cases or case numbers or searching keywords specific to a case.

What product lets you quickly draft knowledge articles from your workspace or classic environment based on similar cases?

Correct answer

○ Now Assist

○ Agent Assist

○ Knowledge Editor

○ Virtual Agent

What are the different ways for ServiceNow tables to be related to each other?

Select 4 Answers from the below options.

☐ One-to-One

Correct selection

☐ Database Views

Correct selection

☐ Many-to-Many

Correct selection

☐ One-to-Many

Correct selection

☐ Extensions

☐ Zero-to-Many

Question 44 Skipped

What model/standard across applications helps track life cycle stages and stage statuses for CIs effectively?

○ Product Catalogue Data Model

> **Correct answer**
>
> ○ Common Service Data Model

○ CMDB Data Model

○ Universal Task data model

Question 45 Skipped

Which of the following are captured in an update set?

Select 3 Answers from the below options.

> **Correct selection**
>
> ☐ Business Rules

> **Correct selection**
>
> ☐ Published Flows

☐ Modified CIs

☐ New Data Records

> **Correct selection**
>
> ☐ Report Definitions

Multiple Choice, Single Line Text, and Select Box are what type of elements in ServiceNow?

○ Order Guides

○ Request Types

○ Related Lists

Correct answer

○ Variable Types

Administrators and application developers can create tables that do not exist in the base system to store application data.

What are these tables called?

○ Child tables

○ Extended tables

○ Remote tables

Correct answer

○ Custom tables

○ Target tables

○ Related tables

○ Core tables

Question 48 Skipped

What feature facilitates synchronous collaboration within one record and allows you to see who is online, their current status, and what they view or edit in real time?

○ Watch list

○ User profile

Correct answer

○ User presence

○ Collaborators

○ Work note list

Question 49 Skipped

Which of the following roles CANNOT be delegated?

Select 2 Answers from the below options.

Correct selection

☐ admin

Correct selection

☐ role_delegator

☐ user_admin

☐ itil

Question 50 *Skipped*

An Access Control List (ACL) rule only grants users access to an object if they meet all of the following permissions required by the matching ACL rule.

Select 3 Answers from the below options.

Correct selection

☐ The condition must evaluate to `true` .

Correct selection

☐ The script must evaluate to `true` or return an answer variable with the value of `true` .

☐ Either the matching table level or the field level for the Record ACL rules must evaluate to `true` .

Correct selection

☐ The user must have one of the roles in the required roles list. If the list is empty, this condition evaluates to `true` .

Question 51 *Skipped*

What are the database views for incident management in the base system?

Select 3 Answers from the below options.

Correct selection

☐ incident_metric

Correct selection

☐ incident_sla

Correct selection

☐ incident_time_worked

☐ incident_state

Question 52 Skipped

Which knowledge feedback option CANNOT be disabled at the knowledge base level?

○ Marking as helpful

○ Commenting

○ Rating

Correct answer

○ All of them can be disabled.

○ Flagging

Question 53 Skipped

What are the main ways to create a Platform Analytics dashboard?

Select 2 Answers from the below options.

☐ PA widget forms

Correct selection

☐ Technical editor / UI Builder

Correct selection

☐ In-line editor

☐ Report Designer

Question 54 Skipped

What wildcard character is used to search for values that contain a search term in a list?

Correct answer

○ * (Asterisk)

○ % (Per cent sign)

○ = (Equal sign)

○ ! (Exclamation mark)

Question 55 Skipped

What is the recommended way to share a report?

○ Download as PDF

Correct answer

○ Select Share

○ Publish to an instance URL

○ Email an attachment

What types of permissions can be configured in an access control rule?

Select 3 Answers from the below options.

Correct selection

☐ Conditions

☐ Users

Correct selection

☐ A script that sets the 'answer' variable to `true` or `false`

☐ Groups

Correct selection

☐ Roles

Question 57 Skipped

What are the different levels of ServiceNow security before an end-user can perform CRUD (Create, Read, Update, Delete) operations on a table?

Select 3 Answers from the below options.

☐ 3rd Party Application Security

☐ Anonymous Access

Correct selection

☐ User Authentication

Correct selection

☐ Application and Modules Access

Correct selection

☐ Database Access

Question 58 Skipped

Where do the ServiceNow client-side scripts execute?

○ ServiceNow Database

Correct answer

○ Web Browser

○ Application Server

○ Internet

Question 59 Skipped

Which table does the Change Request [`change_request`] extend?

○ Problem [`problem`]

Correct answer

○ Task [`task`]

○ Incident [`incident`]

○ Request [`sc_request`]

Question 60 Skipped

What variable type do you use to allow requesting a catalogue item on behalf of another user or multiple users?

○ List Collector

○ Single Line Text

Correct answer

○ Requested For

○ Lookup Select Box