

## ServiceNow.CSA.v2022-12-07.q120

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<https://www.freecram.net/torrent/ServiceNow.CSA.v2022-12-07.q120.html>

### NEW QUESTION: 1

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

- A. Service Desk Homepage
- B. Favorites
- C. Application Navigator
- D. Self Service Module

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 2

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

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 3

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

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 4**

Which module would you use to customize your instances banner image, text and colors?

A Homepage Admin > Pages > Branding

**A.** Service Portal > Portals > Branding

**B.** System Properties > Branding

**C.** System Properties > Basic Configuration UI16

**D.** System UI > UI Pages > Branding

#### **NEW QUESTION: 5**

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 Criteria

**B.** Flows

**C.** Parent-Child Approvers.

**D.** Approval Chains

**E.** Approver Delegates

#### **NEW QUESTION: 6**

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

**A.** A metric is used to measure and evaluate the effectiveness of IT service management processes

**B.** A metric is a time measurement used to report the effectiveness of workflows and SLAs

**C.** A metric is a report gauge used on homepages to display real-time data

**D.** A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

#### **NEW QUESTION: 7**

What is NOT an example of a UI Action?

**A.** Form buttons

**B.** Related Links

**C.** Search

**D.** list Buttons

#### **NEW QUESTION: 8**

To apply a UI Policy to all views, which field should be set to true in its definition record?

**A.** Reverse if false

**B.** On lowed

**C.** Global

**D.** Inherit

### **NEW QUESTION: 9**

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A.** Multiple Language Framework plugin (com.glide.multiple.language\_framework)
- B.** Translation Framework plugin (com.glide.translation\_framework)
- C.** Localization Framework plugin (com.glide.localization\_framework)
- D.** Language AI Framework plugin (com.glide.language.ai\_framework)

### **NEW QUESTION: 10**

What is the primary objective of the Display Business Rule?

- A.** To monitor fields on a form, and provide feedback
- B.** To set fields to mandatory, hidden, and read-only
- C.** To define what happens on a form, when a particular field changes
- D.** To use a shared g\_scratchpad object, which can be sent to the client, as part of the form

### **NEW QUESTION: 11**

When selecting the Target table for an import, which tables can you select?

Choose 3 answers

- A.** Tables within the existing application scope
- B.** Related tables, using Dot Walk
- C.** Tables outside of ServiceNow
- D.** Tables which allow write access to other applications
- E.** Tables within the global scope

### **NEW QUESTION: 12**

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

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

**Answer: B**

### **NEW QUESTION: 13**

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

- A.** Alerts
- B.** Texts
- C.** Events
- D.** Emails

**E.** Notifications

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 14**

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A.** Popularity
- B.** Manager assignment
- C.** Number of views
- D.** Relevancy
- E.** Most recent update

**NEW QUESTION: 15**

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

- A.** Names of Applications
- B.** Names of Applications and Modules
- C.** History Records
- D.** Favorites
- E.** Names of Modules
- F.** Titles of Dashboard Gauges

**NEW QUESTION: 16**

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

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

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**NEW QUESTION: 17**

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?

Choose 4 answers

- A.** Submit KB Errata
- B.** CC Click frowning icon
- C.** Add Comments
- D.** Rate with Stars

**E.** Tag as Helpful

**F.** Flag Article

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 18**

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?

The screenshot shows a search interface with a top bar containing 'Tasks', 'New', 'Search', 'Number', and another 'Search' button. Below this is a search bar with a filter icon and the text 'All > Assignment group = Network.or.Assignment group = Hardware'.

- A.** The Assignment Group manager field is empty.
- B.** The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- C.** The manager is not a member of the Service Desk group.
- D.** The manager does not have the itil role.
- E.** The manager is not a member of the Network and Hardware groups. **Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 19**

Which of the following is used to initiate a flow?

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 20**

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

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 21**

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

- A.** Now Mobile Apps
- B.** Agent Control Center
- C.** Service Portals
- D.** Back Office Dashboard

**E.** Now Platform User Interfaces

**F.** Field Service Taskboard

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 22**

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

**A.** Animation style

**B.** Base theme

**C.** Font style

**D.** Preferred browser

**E.** Header background color

**F.** Module text color

**G.** Browser tab title

**H.** Banner Image

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 23**

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 saves changes and remains on the form, Update saves changes and exits the form

**C.** Insert saves changes and exits the form, Update saves changes and remains on the form

**D.** Insert creates a new record and Update saves changes, both exit the form

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 24**

What is the platform name for the Group table?

**A.** Sys\_group

**B.** group

**C.** sys\_groups

**D.** SyS\_USer\_group

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 25**

Access controls are evaluated in this order:

1. Match object against table ACL

2. Match the object against field ACL

Within step 1 above, what order are the table ACLs evaluated?

**A.** Specific to general: Table.Field ACL, Parent Table.Field ACL, \*.Field ACL

**B.** Bottom to top: Table ACL, Table.Field ACL, Parent Table, Field ACL

**C.** Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL

- D.** General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
- E.** Specific general: Table ACL, Parent Table ACL, Wildcard (\*) ACL **Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 26**

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

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 27**

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 Order Guide
- B.** Create Content Item
- C.** Create Record Producer
- D.** Create Catalog Item

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 28**

What is a Notification?

- A.** A new Knowledge article created by a Business Rule
- B.** A message through Connect related to a Change Request
- C.** An email file attachment
- D.** A tool for alerting users that events that concern them have occurred **Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 29**

In what order should filter elements be specified?

- A.** Operator, Condition, then Value
- B.** Value, Operator, then Field
- C.** Field, Operator, then Condition
- D.** Field, Operator, then Value **Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 30**

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

- A.** Clear browser cache
- B.** Log out and back in
- C.** End Impersonation

D. Turn your computer off and on again **Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 31**

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

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

**Answer: ([SHOW ANSWER](#))**

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#### **NEW QUESTION: 32**

When using the Data Pill Picker, use which keys to dot-walk (6 fields in other tables)?

- A. Shift F4, Shift FS
- B. Ctrl <, Ctrl >
- C. Plus, Minus
- D. Arrows
- E. Ctrl c, Ctrl

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 33**

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. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance
- C. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- D. Use the Baseline Update Set to store the contents of items after they are changed the first time

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 34**

database live at the Data Center.

- A. False

**B.** True

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 35**

Which is the most efficient way to move large amounts of data between instances?

- A.** Export to Data Package
- B.** Export to Zip
- C.** Export to XML
- D.** Update Sets

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 36**

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 the Filter Menu, select Group By > Category
- B.** On the Category column title, click Context menu > Group By Category
- C.** Click Group On icon, select Category
- D.** On Navigator Filter, type tablename.group.category and press enter
- E.** On list Context Menu, select Group By > Category

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 37**

What field contains a record's 32-character, unique identifier?

- A.** sn\_sys\_id
- B.** rec\_id
- C.** sn\_rec\_id
- D.** sn\_gu\_id
- E.** id
- F.** u\_id
- G.** sys\_id

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 38**

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

- A.** Banner Navigator
- B.** Content Menu
- C.** Application Navigator
- D.** Banner Frame
- E.** Content Frame
- F.** Application Frame

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 39**

When creating a global custom table named "abc", what is the table name that is automatically assigned by the platform?

- A. sys\_abc
- B. abc
- C. u\_abc
- D. snc\_abc

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 40**

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 2 answers

- A. Their user account was not approved by their manager
- B. Their user account failed LDAP authentication
- C. Their user account does not have itil role
- D. Their user account is not logged in properly
- E. Their user account does not belong to any groups, which contain the itil role

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 41**

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

- A. Utilities > Migrate Security
- B. System Security > Access Control (ACL)
- C. System Security > Security
- D. Password Management > Security Questions
- E. Self-Service > My Access
- F. System Security > High Security Settings
- G. System Properties > Security

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 42**

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 contains ITIL process data pertaining to configuration items
- D. The CMDB archives all Service Management PaaS equipment metadata and usage statistics

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 43**

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

- A.** Extended Validation Access (EVA)
- B.** Personal Identify Verification (PIV)
- C.** Domain Authentication Card (DAC)
- D.** Common Access Card (CAC)
- E.** Organization Verification Card (OVC)

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 44**

In what order are Access Controls evaluated?

- A.** Table-level - most specific to most general; then Field-level- most specific to most general
- B.** Table-level - most specific to most general; then Row-level - most specific to most general
- C.** Field-level - most specific to most general: then Table-level - most specific to most general
- D.** Field-level - most general to most specific: then Row-level - most specific to most general

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 45**

How would you distinguish between a Base Class table and a Parent Class table?

- A.** Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
- B.** Base Class table is not extended from another table. Parent class tables may be extended from another table.
- C.** Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
- D.** Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 46**

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A.** Transform Map
- B.** Schema Map
- C.** Import Map
- D.** Field Transform

**Answer:** ([SHOW ANSWER](#))

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#### **NEW QUESTION: 47**

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

- A.** System Administrator [admin]
- B.** Admin [sn\_admin]
- C.** Base Admin [base\_admin]
- D.** Security Admin [security\_admin]
- E.** Sys Admin [sys\_admin]

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 48**

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A.** Auto-suggest Query
- B.** Alexa Query
- C.** Machine Learning Query
- D.** Predictive Intelligence Query
- E.** Natural Language Query

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 49**

Which modules can you use to create a new table?

Choose 2 answers

- A.** Schema Map
- B.** Tables & Columns
- C.** Tables
- D.** Dictionary

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 50**

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

- A.** DataHub

- B.** Network Server
- C.** JDBC Connection
- D.** Local Sources (i.e. XML, CSV, Excel)
- E.** Implementation Spoke
- F.** LDAP Connection

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 51**

What displays a set of records from a table?

- A.** Panel
- B.** Dashboard
- C.** View
- D.** List

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 52**

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

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 53**

What is the difference between a UI Policy and Data Policy?

- A.** Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
- B.** Data Policies run only after UI Policies run successfully
- C.** 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
- D.** Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 54**

How would you navigate to the Schema map for a table?

- A.** System Definition > Dictionary: Select Table; Go to Related links and click Show Schema Map
- B.** System Definition > Tables; Select Table; Go to Related links and click Show Schema Map
- C.** System Dictionary > Show Schema Map; Select Table
- D.** System Definition > Show Schema Map; Select Table

**Answer:** **B** ([LEAVE A REPLY](#))

### **NEW QUESTION: 55**

Which of the following can be customized through the Basic Configuration UI 16 module?

(Choose three.)

- A.** System Date Format
- B.** Banner Image
- C.** Browser Tab Title
- D.** Record Number Format
- E.** Form Header Size

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 56**

Which configuration allows you to use a script to coalesce data in Import Sets?

- A.** Single-field coalesce
- B.** No coalesce
- C.** Multiple-field coalesce
- D.** Conditional coalesce

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 57**

What tool is used to import data from various data sources, and map that data into ServiceMow tables?

- A.** Update Set
- B.** Data Pack
- C.** Transform Set
- D.** Import Set

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 58**

A Service Catalog may include which of the following components?

- A.** Record Producers, Order Guides, and Catalog Items
- B.** Order Guides, Catalog Items, and Interceptors
- C.** Order Guides, Exchange Rates, Calendars
- D.** Catalog Items, Asset Contracts, Task Surveys

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 59**

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A.** Make sure the requester's user record has a manager specified.
- B.** Use your Admin account, so you can approve the items quickly.
- C.** Use the instance Incognito setting to quickly toggle between requester and approver.
- D.** Create and select your Testing Update Set, before starting the test cases.

E. Make sure the latest flows are activated.

F. Impersonate the requester to ensure the form works. **Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 60**

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 61**

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

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

**Answer:** ([SHOW ANSWER](#))

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#### **NEW QUESTION: 62**

Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- C. Add User Criteria for HR Manager Group on the Category's Can Read list
- D. Add User Criteria for HR Manager Group on the Can Read list of the article

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 63**

Which technique is used to get information from a series of referenced fields from different tables?

- A.** Record-Hopping
- B.** Table-Walking
- C.** Sys\_ID Pulling
- D.** Dot-Walking

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 64**

Which configuration allows you to use a script to coalesce data in Import Sets?

- A.** Conditional coalesce
- B.** Single-field coalesce
- C.** Multiple-field coalesce
- D.** No coalesce

**Answer:** A ([LEAVE A REPLY](#))

### **NEW QUESTION: 65**

What options can you see, when you right click on a CI, from the CI dependency view map?

Choose 3 answers

- A.** View Affected CIs
- B.** View Related Tasks
- C.** View Knowledge
- D.** View Recent Outages
- E.** View Cases

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 66**

When a custom table is created, which access control rules are automatically created?

Choose 4 answers

- A.** delete
- B.** create
- C.** update
- D.** read
- E.** execute
- F.** write

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 67**

How is the Event Log different from the Event Registry?

- A.** Event Log is the same as the Event Registry

- B.** Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- C.** Event Log is formatted in the Log style, the Event Registry displays different fields
- D.** Event Log contains generated Events, the Event Registry is a table of Event definitions

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 68**

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.** Open an Agent workspace tab for each record he wants to monitor
- B.** Click on the eyeglass icon to expand the Monitor frame
- C.** On My Work list, select the Activity Stream icon to show a frame with live updates
- D.** Select Service Desk > My Work Dashboard **Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 69**

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.** Journal
- D.** Activity

**Answer:** D ([LEAVE A REPLY](#))

#### **NEW QUESTION: 70**

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 71**

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

- A.** Dashboard
- B.** List
- C.** Timeline
- D.** Form

**Answer:** ([SHOW ANSWER](#))

## **NEW QUESTION: 72**

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

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

**Answer:** ([SHOW ANSWER](#))

## **NEW QUESTION: 73**

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 Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 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 files.
- D.** Create an Order Guide, which includes all variables: then copy and hide variables as needed.
- E.** Create a Variable Set Template: then apply to all of the catalog items. **Answer:** ([SHOW ANSWER](#))

## **NEW QUESTION: 74**

You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which workflow would you update to make this change? **A.** Service Catalog Request

- B.** Services Approval Processing
- C.** 6 Services Catalog Item Request
- D.** Purchasing Process Flow

**Answer:** ([SHOW ANSWER](#))

## **NEW QUESTION: 75**

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 **Answer: ([SHOW ANSWER](#))**

## **NEW QUESTION: 76**

A customer requests the following data quality measures be added:

1. Incident numbers should be read-only on all lists and forms, for all users.
2. 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.** Data policy
- C.** Dictionary Design Policy
- D.** Field Criteria Policy

**Answer: ([SHOW ANSWER](#))**

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## **NEW QUESTION: 77**

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

- A.** Workflow Designer
- B.** Flow Designer
- C.** Flow Editor
- D.** Flow Manager
- E.** Workflow Editor

**Answer: ([SHOW ANSWER](#))**

## **NEW QUESTION: 78**

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

- A.** Homepages
- B.** Report Definitions

**C.** Database changes

**D.** Client Scripts

**E.** Data

**F.** Business Rules

**G.** Scheduled Jobs

**H.** Related Lists

**I.** Schedules

**J.** Views

**K.** Published Workflows

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 79**

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

**A.** Insert, Update, Delete, Query

**B.** Prior to, Synchronous, on Update

**C.** Before, Synchronous, Scheduled Job, View

**D.** Before, After, Async, Display **Answer: D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 80**

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.** Recommend they use Chrome, instead of Explorer.

**B.** Have them clear their cache.

**C.** Have them correct the time zone on their computer.

**D.** Have them use the gear icon to set the employee's time zone.

**E.** Use the system properties to correct the instance's time zone. **Answer: C** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 81**

On the Form header, which icon do you use to access form templates?

**A.** More Options (...)

**B.** Paperclip

**C.** Pages

**D.** Stamp

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 82**

What is a characteristic of importing data into ServiceNow?

**A.** Any user can manage and set up import sets

**B.** Coalesce fields are used only after running Transform

- C. An existing Transform Map can be used multiple times on the same import set
- D. An existing Transform Map can be used one time on the same import set **Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 83**

Which of the following allows a user to edit field values in a list without opening the form?

- A. Edit Menu
- B. Data Editor
- C. List Editor
- D. Form Designer

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 84**

ServiceNow contains over 25 different report types. What are some of the types?

Choose 5 answers

- A. Thermometer
- B. Speedometer
- C. Donut
- D. Semi-Donut
- E. Pie
- F. Odometer
- G. Horizontal Bar

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 85**

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. omadb\_rel\_ci
- B. sn\_emdb\_ci
- C. sn\_emdb
- D. omdb\_ci
- E. sn\_emdb\_bak
- F. Ey omdb
- G. emdb\_bak

**Answer: A,D,F ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 86**

When creating a new notification, what must you define?

Choose 3 answers

- A. Who receives the notification
- B. Settings for handling inactive user accounts
- C. The associated knowledge base

- D.** What is the content of the notification
- E.** Under what conditions is the notification sent

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 87**

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
- B.** Groups can assign tasks to users based on skills
- C.** Group members can avoid tasks, which are nearing SLA breach
- D.** Groups can assign tasks to users based on availability
- E.** Groups can assign tasks to users based on on-call schedules
- F.** Site support members can pick tasks, based on Location

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 88**

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A.** Flow Diagrams
- B.** Flows
- C.** Action Sets
- D.** Action Sequences
- E.** Task Flows

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 89**

What is the difference between UI Policy and UI Action?

- A.** UI Action can make fields read-only, mandatory, or hidden, while UI Policy can make a save button visible for appropriate users.
- B.** UI Policy can make fields read-only, mandatory, or hidden, while UI Action can make a save button visible for appropriate users.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 90**

On a Form header, what is the three bar icon called?

- A.** Pancake icon
- B.** Additional Actions or Context Menu
- C.** Cake icon
- D.** Hamburger icon

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 91**

From a related list, what would a user click for personalize the layout of the columns?

- A.** Magnifier
- B.** Gear
- C.** Context Menu
- D.** Pencil

**Answer:** B ([LEAVE A REPLY](#))

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#### **NEW QUESTION: 92**

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

- A.** event
- B.** task
- C.** report
- D.** workflow

**Answer:** B ([LEAVE A REPLY](#))

#### **NEW QUESTION: 93**

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A.** Knowledge Now
- B.** SharePoint
- C.** Knowledge
- D.** Stack Overflow
- E.** ServiceNow Wiki

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 94**

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A.** Virtual Agent
- B.** Knowledge Chat

- C.** Now Support
- D.** Agent Workspace
- E.** Chat bot

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 95**

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

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 96**

Which one of the following describes the primary operations performed against tables in the Service Now platform?

- A.** Create, Read, Write, Delete
- B.** Create, Read, Upload, Delete
- C.** Capture, Rate, Write, Develop
- D.** Create, Rate, Update, Delete

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 97**

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.** Network
- B.** Server
- C.** Browser
- D.** Client

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 98**

Business Rules are used to enforce mandatory data on a form.

- A.** False
- B.** True

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 99**

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 100**

A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

- A.** Reports > Getting Started
- B.** Reports > Create New
- C.** Report Dashboard > Create New
- D.** Performance Analytics > Reports
- E.** Self-Service > Reports

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 101**

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.** Analytics Reports
- C.** Performance Analytics
- D.** Reporting

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 102**

Which type of scripts run in the browser?

- A.** UI Policies and Client Scripts
- B.** Access Control Scripts
- C.** Business Rule Scripts
- D.** Script include Scripts

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 103**

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 104**

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 list, locate and right click on the value Hardware, select Show Matching
- B. Click Funnel ten, type Hardware and click enter
- C. On Breadcrumb, click > icon, type Hardware and click enter
- D. Right click on magnifier, type Hardware and click enter
- E. On the Category column header, right click and select Show > Hardware **Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 105**

Many actions are included with flow designer, what are some frequently used core actions?

Choose 4 answers.

- A. Wait for Condition
- B. Look for Update
- C. Look Up Record
- D. Create Record
- E. Wait for Match
- F. Ask for Approval

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 106**

From a form, what would you click, to modify the order of the fields on the form?

Choose 2 answers

- A. Right click on header > Configure > Form Design
- B. Right click on header > Configure > UX Dashboard
- C. Context Menu > Configure > Form Designer
- D. Context Menu > Configure > Form Layout
- E. Context Menu > Form > Layout **Answer: ([SHOW ANSWER](#))**

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### **NEW QUESTION: 107**

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 > Workflow Editor
- C.** Process Automation > Active Flows
- D.** Process Automation > Flow Administration
- E.** Process Automation > Process Flow **Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 108**

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.** Activate the application plug in, on your company's production instance.
- B.** Search the wiki for the sales demo request form,
- C.** Check the latest release notes at docs.servicenow.com.
- D.** Activate the application plug in, on your personal dev instance. **Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 109**

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A.** REQ (Number)>RITM (Number)>TASK (Number)
- B.** RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- C.** REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- D.** FULFILLMENT (Number)>RITM (Number)>TASK (Number) **Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 110**

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

- A.** Database View
  - B.** Dependency Map
  - C.** Schema Map
  - D.** Dependency View
- Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 111**

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.** Submit + Query

**D.** Insert + Verify

**E.** Write + Read

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 112**

How are Workflows moved between instances?

**A.** Workflows are moved using Transform Maps

**B.** Workflows are moved using Application Sets

**C.** Workflows are moved using Update Sets

**D.** Workflows cannot be moved between instances

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 113**

What are the two pathways to view feedback left on a published article?

**A.** Knowledge > articles > My Flagged

**B.** Knowledge base > my knowledge > flagged articles

**C.** Knowledge > articles > published

**D.** Knowledge > My articles > Flagged **Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 114**

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

**A.** Preview

**B.** Test

**C.** Verify **D.** Batch

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 115**

On a form, which type of Gfeld has this icon which can be clicked, to see a preview of the associated record?



- A. Lookup
- B. Quickview
- C. Drilldown
- D. Snapshot
- E. Reference
- F. Preview

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 116**

For your implementation, the following tables. are extended fram each ofher:

- \* 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 5 answers

- A. Task table is a Base table
- B. Incident table is a Base table
- C. Task table is a Child table
- D. Incident table is a Parent table
- E. Super Incident table is a Parent table
- F. Super Incident table is a Base table
- G. Task table is a Parent table
- H. Super Incident table is a Child table
- I. Incident table is a Child table

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 117**

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 OR button; define second condition; press enter
- B. Define the first condition; click AND button; define second condition; press enter
- C. Define the first condition; click > icon on breadcrumb, define second condition; press enter
- D. Define the first condition; click AND button; define second condition; click Run
- E. Define the first condition; click > icon on breadcrumb, define second condition; click Run

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 118**

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- B. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- C. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog
- D. A Record Producer creates user records **Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 119**

When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Set Coalesce
- B. Define Data Source
- C. Load Data
- D. Select Import Set
- E. Run Data Scrubber

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 120**

Which one of the following statements describes a characteristic of role assignment?

- A. Users can click on the Personalize Role feature to try different roles
- B. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- C. A role is granted to a user by the System Administrator
- D. Each user has a role in the ServiceNow platform **Answer:** ([SHOW ANSWER](#))

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