

A QUICK SERVICENOW QUIZ:

ServiceNow quiz questions& Answers:

1. Which module of the Service Catalog application does the catalog item creation?

a. Maintain Categories

b. Maintain Items

c. Content Items

d. Items

2. Which one of the following will not be displayed in the Application Navigator's History section?

a. Records

b. Pages

c. Lists

d. Forms

3. Which phrase describes software menus and modules that you might want to use frequently and quickly?

a. Breadcrumb

b. Favorite

c. Tag

d. Bookmark

4. Which phrase best defines what is created, undergoes effort, and then is transformed into a closed state?

a. Report

b. Workflow

c. Event

d. Task

5. Describe a formatter. Choose one of the options below.

a. You can configure programmes on the instance using a formatter.

b. A formatter is a type component used to display data that isn't contained in a record's field.

c. You can automatically fill out fields using a formatter.

d. To identify and work with data, a formatter is a set of requirements applied to a table.

6. What one of the following best sums up what the Configuration Management Database (CMDB) contains?

- ☒ a. Data on both actual and intangible corporate assets are available in the CMDB.
- ☐ b. The business rules for a company's configurable intangible assets are located in the CMDB.
- ☐ c. All Service Management PaaS device metadata and consumption data are stored in the CMDB.
- ☐ d. The CMDB includes configuration item-specific ITIL process data.

7. Which of the following best sums up the intent behind a Service Catalog workflow?

- ☐ a. Three fundamental components are created by a service catalog workflow: task types, item variable types, and approvals
- ☐ b. A Service Catalog process can't transmit notifications, yet it nevertheless powers intricate fulfillment procedures.
- ☒ c. Complex fulfillment operations are driven by a Service Catalog workflow, which also notifies designated users or groups.
- ☐ d. Three fundamental components are created by a service catalog workflow: types of item variables, tasks, and notifications

8. Which of the below best sums up the intent behind an Order Guide?

- ☐ a. According to Order Guides, an order may contain no more than one item per request.
- ☐ b. The Order Guide offers administrators a series of instructions regarding how to establish item variables.
- ☒ c. Order Guide enables you to make a single request for several connected items.
- ☐ d. Order guides skip the information request and move the user straight to the checkout.

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9. On what kind of an interface can you view various performance metrics reports and other widgets all at once?

- ☐ a. Form
- ☐ b. List
- ☒ c. Dashboard
- ☐ d. Timeline

10. A Dictionary Override is what?

- a. An arriving customer upgrade in an Update Set that affects the same items as a more recent local customer update is known as a Dictionary Override. Guaranteed IT Certification – The Simple Way! 3
- b. Overriding involves adding, changing, or removing anything that might have an impact on IT services.
- c. A workflow activity called an override asks for a certain action before moving further.
- d. Extended tables with overrides sets field properties

11. Manual incrementing of record numbers is required.

- a. True
- b. False

12. Is the ServiceNow architecture a single instance, multiple tenant design?

- a. True
- b. False

13. Fields may be made read-only, required, or hidden by UI policy.

- a. True
- b. False

14. What kind of functionality are buttons, form links, and menu bar items examples of?

- a. Business Rule
- b. UI Action
- c. Client Script
- d. UI Policy

15. What are the names of the four information workflows that are offered by ServiceNow's base instance?

- a. Approval publish: Before putting an article in the publish state, get the management of the knowledge base's consent.
- b. Instant Publish: Publishes an article without waiting for permission, immediately.
- c. Instant Retire: Immediately and without consent retires a piece of writing that has been published.
- d. Retire knowledge: Knowledge that has been retired is now in the retired condition.

16. What distinguishes the Event Log from the Event Registry?

a. The Event Registry is a list of Event definitions, while the Event Log contains created Events.

b. The Event Registry presents several fields, and Event Log is formatted in the Log style.

c. The Event Registry displays the events that were generated during the day, while the Event Log lists events that have been generated by integrations (24-hour period)

d. The Event Registry and Event Log are identical.

17. What does a Related List serve?

a. To establish a link of one to many

b. To walk dot-to-dot to a fundamental table

c. To highlight associated fields

d. To provide relevant documents

18. Which application allows for real-time communication with logged-in users?

a. Connect Chat

b. Now Messenger

c. User Presence

d. Comments

19. What is the proper order to specify the filtering elements?

a. Field, Operator, then Value

b. Field, Operator, then Condition

c. Operator, Condition, then Value

d. Value, Operator, then Field

20. A record producer is what?

a. A specific class of catalog item known as a record producer is utilized for Requests rather than Services.

b. User records are made by a record producer.

c. A catalog item known as a record producer makes ordering simple by grouping requests.

d. Users can construct task-based catalog items from the service catalog using a type of item called a record producer.

21. Which of the following statements about service catalog items is accurate?

a. They run behind the scenes

b. They are the building blocks

c. They are optional

d. They provide options

22. database live at the Data Center.

a. True

b. False

23. What information does the System Dictionary contain?

a. The human-readable labels and language settings

b. The definition for each table and column

c. The information on how tables relate to each other

d. The language dictionary used for spell checking