

# ServiceNow: Certified System Administrator CSA\_QnA PART-2

This practice set is based on the [community post](#) created by "Lon Landry". Created for better readability, Happy Learning.

**CATEGORY: ServiceNow Overview& task Management**

1.What uses machine-learning to determine field values during creation?

- Predictive Intelligence
- Robotic Process Automation
- Classification Algorithm
- Handler
- Artificial Intelligence

✓**Answer:**

Predictive Intelligence

2.Who is ServiceNow's founder:

- Brad Tilton
- Pierre Omidyr
- Jack Dorsey
- Fred Luddy
- Chuck Tomasi
- Beth Anglin

✓**Answer:** Fred Luddy

3. What is the quickest way to navigate back to a recently viewed record?

- Expand All Applications
- Impersonate the user
- Navigate to corresponding list
- Select the record from the History tab

✓**Answer:** Select the record from the History tab

4.What creates a new record and closes the form?

- Update
- Submit
- Insert and Stay
- Copy Incident

✓**Answer:** Submit

5.Navigate here to create a new relationship role

✓**Answer:** Configuration > Suggested Relationships

6. Where do users personalize their user interface?

- System Settings
- Custom UI
- Control Panel
- User Preferences

✓**Answer:** System Settings

7. What is the Now Platform's cloud-based computing model?

- Infrastructure-as-a-Service
- Application Platform-as-a-Service (aPaaS)
- Software-as-a-Service (SaaS)
- Platform-as-a-Service

✓**Answer:** Application Platform-as-a-Service (aPaaS)

8. What are the **three** Now Platform interfaces?

- Now Platform User Interface
- ServiceNow Mobile Apps
- Service Portal
- Workspace

✓**Answer:**

Now Platform User Interface

ServiceNow Mobile Apps

Service Portal

9. What are users without any assigned role permissions?

- Zero Trust
- itil
- Self-Service users
- Null Users
- Non Users

✓**Answer:** Self-Service users

10. Which feature in ServiceNow helps improve Collaborative Efforts?

- User impersonation
- Groups
- User Presence

✓**Answer:** User Presence

11.What is the real-time messaging tool called?

- Connect Chat
- Now Chat
- Connect Now
- LiveCom
- All of the above

✓**Answer:**

Connect Chat

12.Select **three** options available in the user menu.

- Elevate Roles
- Turn off notifications
- Logout
- Impersonate User
- Export to pdf

✓**Answer:**

Elevate Roles

Logout

Impersonate User

13.What's a module and application in the example **Incident > create new**

- Incident is an application and create new is the module
- Incident is a module and create new is an application
- Incident and create new both are applications
- Incident and create new both are modules

✓**Answer:**

Incident is an application and create new is the module

14.What is used to search the whole instance for records?

- Global Finder
- Control Panel
- Explorer
- Global Search

✓**Answer:** Global Search

15. There are 3 ways to interact with the Now platform.

Select the **three** Now Platform interfaces from list below:

- Next Experience Unified Navigation
- Next Experience
- Now Mobile App
- Next Mobile App
- Service Portal
- Customer Portal

✓**Answer:**

Next Experience Unified Navigation

Now Mobile App

Service Portal

16. Which plugin allows users to install multiple applications, application customizations or plugins at once?

- Multiple integration and process delivery (MIPD) Spokebatch install
- Application Integration and Plugin Delivery (AIPD) Spokebatch install
- Continuous Integration and Continuous Delivery (CICD) Spokebatch install
- Quick Integration and Multiple Delivery (QIMD)

✓**Answer:**

Continuous Integration and Continuous Delivery (CICD) Spokebatch install

17. The first time you log into a Next Experience instance, \_\_\_\_\_ is available to help you get acquainted with the unified navigation.

- a Welcome Component
- an Onboarding Component
- a Newby Component

✓**Answer:**

an Onboarding Component

18. Multiple choice, single line text, and select box are what type of elements in ServiceNow?

- Order Guides
- Request Types
- Variable Types
- Related Lists

✓**Answer:**

Variable Types

19. Name **four** features of the main screen element for Banner Frame in the Next Experience Unified Navigation:

- Global Search
- Search
- User Menu
- Help Icon
- Contextual App Pill
- Contextual Help

✓**Answer:**

Global Search

User Menu

Help Icon

Contextual App Pill

20. What role is required to publish reports in ServiceNow?

- report\_publish
- report\_publisher
- publish\_report
- report\_import

✓**Answer:**

report\_publisher

21. The database name for the user table is \_\_\_\_\_?

- user
- user list
- admin\_user
- sys\_user
- system\_user

✓**Answer:** sys\_user

22. Which is selected to impersonate another user?

- User menu
- Application Navigator
- System settings
- Magnifying glass

✓**Answer:** User menu

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

- Translation framework plugin
- Localization framework plugin
- Language AI framework plugin
- Multiple Language framework plugin

✓**Answer:**

Localization framework plugin

24. Where in ServiceNow can users author cross-enterprise workflows and create a single and unified process?

- Process Playbook Designer
- Visual Task Boards
- Flow Designer
- Process Automation Designer
- Workflow

✓**Answer:**

Process Automation Designer

25. Which statement below is true with respect to Insert & Update?

- Inset updates an existing record, update saves a new record, both options close the form.
- Insert creates a new record, update saves an existing record, both options close the form and return to the list view of records.
- Insert creates a new record, update saves an existing record, with both options user is left in form view.

✓**Answer:**

Insert creates a new record, update saves an existing record, both options close the form and return to the list view of records.

26. Name **four** features of the main screen element for **All Menus** in the Next Experience Unified Navigation:

- All (Applications & Modules)
- History
- Global Search
- Navigation Filter
- Favorites
- Forms

✓**Answer:**

All (Applications & Modules)

History

Navigation Filter

Favorites

27.If the end user wants to report an incident, where do they navigate on the service portal?

- In the infrastructure Services Category in the Service Catalog
- In the Software Category in the Service Catalog
- In the Quick Links Category in the Service Catalog
- In the Can We Help You? Category in the Service Catalog

✓**Answer:**

In the Can We Help You? Category in the Service Catalog

28.Name three of the Useful features headings:

- Start you day here
- Welcome mat
- Understand key data through visuals
- Expand your knowledge
- Save knowledge

✓**Answer:**

Start you day here

Understand key data through visuals

Expand your knowledge

29.Which of the **three** workflow types does the Now Platform provide?

- Employee
- Customer
- End User
- Information Technology (IT)

✓**Answer:**

Employee

Customer

Information Technology (IT)

30.Which **two** OSs are available for Now Mobile:

- BlackBerry OS
- Apple iOS
- Google Android



- Symbian
- Windows Mobiles

✓**Answer:**

Apple iOS

Google Android

31. What icon marks any application or module as a favorite?

- Gear
- Triangle
- Star
- Circle

✓**Answer:** Star

32. What displays customized messages for users to see at login?

- Embedded Help
- UI16
- Welcome Page
- System Guide

✓**Answer:** Welcome Page

33. Which rule applies to only one field on a record?

- \*.table
- table.field
- table.none
- table.\*

✓**Answer:** table.field

34. What is the new UI released in San Diego called?

- UX Now
- The Now Experience UI
- UI17.0
- The Next Experience UI
- UI Builder
- UI16.0

✓**Answer:**

The Next Experience UI

35.What is the Guided Setup completion indicator of an empty circle mean?

- Task is not activated
- Task has not yet started
- Percentage of the task complete
- Indicates task is complete
- Indicates task is canceled

✓**Answer:** Task has not yet started

36.As it relates to ServiceNow ITIL is an abbreviation for what?

- Information Technology Information Log
- Information Technology Index Loop
- Information Technology Information Library
- Information Technology Infrastructure Library

✓**Answer:** Information Technology Infrastructure Library

37.What creates a new record and keeps the form open?

- Save
- Update
- Insert and Stay
- Insert

✓**Answer:** Insert and Stay

38.Which of the following is the primary way to interact with the applications and data in a ServiceNow Instance? (**Rome** Question)

- Service Portal
- Workplace
- Now Platform UI
- Now Mobile

✓**Answer:**Now Platform UI

39.Which property prevents users from creating homepages or editing existing ones when set to true?

- com.glideapp.home.deactivate\_homepages
- com.glideapp.home.deprecate\_homepages
- com.glideapp.home.disable\_homepages
- com.glideapp.home.lock\_homepages

✓**Answer:**

com.glideapp.home.deprecate\_homepages

40.The abbreviation HI stands for:

- High Incident
- Help Interactive
- Help Info
- Hosted Instance

✓**Answer:** Hosted Instance

41.Which base system role can perform actions of a helpdesk tech?

- itil
- maint
- workflow\_admin
- tech
- agent

✓**Answer:** itil

42.Where do you navigate to report an incident?

- Software category
- Quick Links category
- Can we help you? category
- Infrastructure Services category

✓**Answer:** Can we help you? category

43.By default, the History menu shows:

- The past fifty entries
- The past thirty history entries
- The past one hundred entries

✓**Answer:** The past thirty history entries

44.What lets you see who is online when working in an instance?

- Profile Monitor
- User Status
- User Presence
- who-is
- who.is

✓**Answer:** User Presence

45. What is the main screen element where homepages and dashboards appear?

- Banner Frame
- Application Navigator
- Banner Content
- Content Frame

✓**Answer:** Content Frame

46. The applications delivered by ServiceNow are divided into four different workflows:

- Employee Workflows
- End User Workflows
- Customer Workflows
- Creator Workflows
- Customer advocate Workflows
- IT Workflows

✓**Answer:**

IT Workflows

Employee Workflows

Customer Workflows

Creator Workflows

47. Select the **three** main elements of the ServiceNow platform user interface.

- Banner Content
- Application Navigator
- Application Frame
- Content Frame
- Banner Frame
- Banner Navigator

✓**Answer:**

Application Navigator

Content Frame

Banner Frame

48. What is a set of users who share a common purpose called?

- Group
- Collection
- Subscription
- Membership

✓**Answer:** Group

49. How many Support Centers & Data Centers does service now have?

- 30 Support Centers & 10 Data Centers
- 10 Support Centers & 10 Data Centers
- 100 Support Centers & 10 Data Centers

✓ **Answer:** 10 Support Centers & 10 Data Centers

50. Name **two** of the Next Experience Unified Navigation Useful Features component:

- Introduces tools to help with work
- Work assigned to your group
- Explore additional resources
- Work assigned to you

✓ **Answer:**

Introduces tools to help with work

Explore additional resources

51. Now Learning automatically notifies partners when badges are earned?

- True
- False

✓ **Answer:** False

52. What's the name of the application navigator search box?

- Type filter text
- Navigation filter
- Favorites filter
- Modules filter

✓ **Answer:** Navigation filter

53. The Now Platform is an example of which cloud computing model?

- Software-as-a-Service (SaaS)
- Platform-as-a-Service (PaaS)
- Application Platform-as-a-service (aPaaS)
- Infrastructure-as-a-service (IaaS)

✓ **Answer:**

Application Platform-as-a-service (aPaaS)

54. Which field type displays records from another table?

- Reference
- Choice
- String
- Attachments

✓**Answer:**

Reference

55. Which new application replaces the mobile onboarding app, which was deprecated in San Diego release?

- Now Mobile for HR Onboarding
- Now Mobile App for HR Service Delivery
- Mobile Onboarding Service Center
- Now Onboarding
- Next Experience Mobile Onboarding

✓**Answer:**

Now Mobile App for HR Service Delivery

56. Name the **three** Now Platform interfaces:

- Next Experience Unified Navigation
- App Engine Studio
- Now Mobile App
- Service Portal
- Workspace

✓**Answer:**

Next Experience Unified Navigation

Now Mobile App

Service Portal

57. What is a single email that summarizes activity?

- Email Digest
- Email Summary
- Newsletter
- Survey
- Activity Digest

✓**Answer:**

Email Digest

58. What can users use to communicate with other users in ServiceNow?

- System chat
- Connect Chat
- Now Messenger
- Virtual Agent

✓**Answer:**

Connect Chat

59. Name **three** features of the main screen element for the **Content Frame** in the Next Experience Unified Navigation:

- User Menu
- Forms
- List of records
- Favorites
- Home pages & Dashboards

✓**Answer:**

Forms

List of records

Home pages & Dashboards

60. Which of the items below does not show in the History tab in application navigation?

- Dashboards
- Forms
- UI Pages
- Records

✓**Answer:**

UI Pages

61. What is the main screen element where History tab appears?

- Content Frame
- Banner Content
- Application Navigator
- Banner Frame

✓**Answer:**

Application Navigator

62. You cannot deactivate a plugin once it has been activated.

- True
- False

✓**Answer:** True

63. Which mobile application is designed to interact with customer support and is not customizable?

- Now Mobile
- HI Support
- Now Support
- Mobile Onboarding
- Now Onboarding

✓**Answer:** Now Support

64. ITSM is an abbreviation for what?

- Information Technology System Metrics
- Information Technology Support Manager
- Information Technology Service Management
- Information Technology Security Management

✓**Answer:**

Information Technology Service Management

65. One key differentiator of the Now Platform is its:

- Multi-instance architecture
- Multi-tenant architecture
- Multi-cloud architecture

✓**Answer:**

Multi-instance architecture

66. What feature do you use to create, manage, and modify applets for ServiceNow mobile?

- Mobile App Builder
- Mobile Studio
- Mobile Designer
- Mobile card Designer
- Now Mobile Creator

✓**Answer:**

Mobile Studio



67.What is the tool to quickly find applications and modules called?

- Finder
- Control Panel
- Navigation Filter
- Global Search
- Application Search

✓**Answer:**

Navigation Filter

68.Impersonation is used for \_\_\_\_\_.

- Checking Access
- Testing and Visibility

✓**Answer:**

Testing and Visibility

69.What is the single source for all of your ServiceNow course content and Certifications?

- Now University
- Now Academy
- Now Learning
- SNU
- SNUG

✓**Answer:**Now Learning

70.What is the URL for useful resources and information produced by ServiceNow?

- community.servicenow.com
- docs.service-now.com
- community.service-now.com
- docs.servicenow.com
- None of the above

✓**Answer:** docs.servicenow.com

71.What helps narrow down search results?

- Containers
- Wildcard Characters
- Context Finder
- Platform Locator

✓**Answer:** Wildcard Characters

72. Which of these applications is available to all users?

- Change
- Incident
- Facilities
- Self-Service

✓**Answer:** Self-Service

73. What are the **three** levels of super badges for Now Creators?

- Pro
- Legend
- VIP
- Star

✓**Answer:**

Pro

Legend

Star

74. Select **two** of the following things that will be included in the results when entering "**service**" in the navigation filter:

- All modules and sections within the service desk application
- Only applications with a name containing "service"
- Any module with a name containing "services"
- Only applications and section containing the name "service"

✓**Answer:**

All modules and sections within the service desk application

Any module with a name containing "services"

75. Where to click to always return back to Home?

- Gear
- Magnifying Glass
- Logo
- Star

✓**Answer:** Logo

76.What are the people who want to get skills and earn badges and share their success in the NOW ecosystem called?

- Now Creators
- Now Scouts
- Now Learners
- Partner Spokes

✓**Answer:**

Now Creators

77.What are the **three** delivered workflows?

- IT
- Employee
- Customer
- End User

✓**Answer:**

IT

Employee

Customer

78.Navigate here to change the theme

✓**Answer:**

Settings(gear icon) > Theme

79.A group is a:

- Collection of permissions
- Collection if Tasks
- Set of users who share a common purpose
- Individuals who you granted access to your ServiceNow instance
- Set of members to a subscription

✓**Answer:** Set of users who share a common purpose

80. What is the primary way to interact with applications and data in ServiceNow?

- Workspace
- Now Mobile
- Now Platform UI
- Service Portal

✓**Answer:** Now Platform UI

81. How can an admin user flush the system cache?

- By typing flush\_cache.do in the navigation filter
- By typing flush\_sys\_cache.do in the navigation filter
- By typing cache.do in the navigation filter
- By typing flush\_system\_cache.do in the navigation filter

✓**Answer:**

By typing cache.do in the navigation filter

82. What is the primary way to interact with an Instance's apps & data?

- Now Mobile
- Now Platform User Interface
- Service Portal
- Workspace

✓**Answer:**

Now Platform User Interface

83. What are the **three** main screen elements of the Now Platform User Interface?

- Banner Frame
- Application Frame
- Application Navigator
- Banner Content
- Content Frame

✓**Answer:**

Banner Frame

Application Navigator

Content Frame

84. Management of all ServiceNow hosted instances, including upgrades, is performed using:

- ServiceNow HELP
- The Now Support (HI) (formerly known as HI Service Portal)
- ServiceNow Community
- ServiceNow Website
- docs.servicenow.com

✓**Answer:**

The Now Support (HI) (formerly known as HI Service Portal)

85. What is the main screen element where the Connect Chat icon appears?

- Banner Frame
- Application Navigator
- Content Frame
- Banner Content

✓**Answer:** Banner Frame

86. Restate **three** Visualization components displayed on Next Experience Unified Navigation:

- Social media streams
- Information specific to the logged in user
- Reporting metrics
- A list of assigned tasks
- Your calendar

✓**Answer:**

Information specific to the logged in user

Reporting metrics

A list of assigned tasks

87. You need to go back and review a record you just looked at recently. What is one of the quickest ways to navigate back to the same record?

- Expand every application in the All applications tab.
- Select the record from the History tab.
- Navigate back to its corresponding list.
- Impersonate another user.

✓**Answer:** Select the record from the History tab.

88. Which **two** of the following would be included in the results when entering "service" in the Navigation filter?

- Only applications with a name containing "service".
- All modules and sections within the Service Desk application.
- All modules within the Service Desk application.
- Only applications, sections, and modules with the names containing "services".
- Any module with a name containing "services".

✓**Answer:**

All modules and sections within the Service Desk application.

Any module with a name containing "services".

89.A role is a:

- A set of users delegated to perform different tasks
- A collection of tasks
- Set of members to a subscription
- A collection of permissions
- Set of users who share a common purpose.

✓**Answer:** A collection of permissions

90.Name **four** best practices when configuring Assignment Rules or Predictive Intelligence? (4)

- Setting an Assignment group and User based on Category and Subcategory.
- Setting a User based on Category and Subcategory.
- Setting an Assignment group and User based on the short description.
- Setting an Assignment group based on Category and Subcategory.
- Setting an Assignment group based on Subcategory (Category = None).

✓**Answer:**

Setting an Assignment group and User based on Category and Subcategory.

Setting a User based on Category and Subcategory.

Setting an Assignment group and User based on the short description.

Setting an Assignment group based on Category and Subcategory.

91.What ServiceNow objects are not tracked in the History tab of the Application Navigator?

- Report Creation
- UI Pages and non-standard interfaces
- Form submission
- Incidents

✓**Answer:** UI Pages and non-standard interfaces

92.What creates a new record and closes the form?

- Save
- Insert
- Insert & Stay
- Copy Incident

✓**Answer:** Insert

93.Boolean operators in global search must all be in caps?

- True
- False

✓**Answer:** True

94. What is a one-stop shop for managing all your ServiceNow accomplishments?

- Now Creator
- Now Profile
- Now Cert Hub
- Now Community

✓**Answer:**

Now Profile

95. What are the **three** main tab elements of the Application Navigator?

- History
- Reading List
- All Applications
- Favorites

✓**Answer:**

History

All Applications

Favorites

96. What icon do you select to personalize the UI system settings?

- Question Mark
- Logo
- Gear
- Magnifying Glass

✓**Answer:** Gear

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

- A Data Policy runs on both Client and Server side
- A UI Policy runs on both Client and Server side

✓**Answer:**

A Data Policy runs on both Client and Server side

98. Select **three** types of tasks available via **All > Service Desk > My Work**:

- Add a User
- Requests
- Security Cases
- Visual Task Board Tasks
- Add a Group

✓**Answer:**

Requests

Security Cases

Visual Task Board Tasks

99. Navigate here to locate active tasks assigned to yourself. (full file path)

✓**Answer:**

Service Desk > My Work

100. Select **three** items that Visual Task Boards allow you to do:

- Manage your tasks through a visual, drag-and-drop interface
- Create users to streamline processes
- Identify process bottlenecks at a glance
- Modify SLAs for all of your accounts
- Track activity to view updates all in one place
- Create groups to speed things up

✓**Answer:**

Manage your tasks through a visual, drag-and-drop interface

Identify process bottlenecks at a glance

Track activity to view updates all in one place

101. What is any record that can be assigned or completed by a user?

- Form
- Function
- Problem
- Task

✓**Answer:** Task



102. When using sorting criteria for Visual task boards who has access to create, edit, or delete the criteria?

- Anyone who possesses the task\_organizer\_role
- Owner of the VTB
- Anyone who the VTB is shared with
- Anyone who possesses the vtb\_admin role
- Users of the VTB with vtb\_user role

✓**Answer:**

Owner of the VTB

103. What ensures that tasks do not fall by the wayside by notifying users when tasks have been untouched for a predefined period of time?

- Business monitors
- Inactivity dial
- Inactivity monitors
- Business gauges

✓**Answer:**

Inactivity monitors

104. What is the sequence of conditions in an SLA definition?

- Start, Hold, Halt
- Start, In Progress, Stop
- Begin, Hold, Halt
- Start, Pause, Stop

✓**Answer:**

Start, Pause, Stop

105. Which table stores the Task SLA records for the SLA's attached to particular tasks?

- task\_sla
- sla\_ola
- sla
- sla\_ula
- None of the Above

✓**Answer:** task\_sla

106. What is SLM?

- Service Level Management
- Server Limit Management
- Service Line Management
- All of the above
- None of the above

✓**Answer:**

Service Level Management

107. What automatically assigns tasks to users or groups?

- Assignment Rules
- Auto Complete
- Auto Update
- Handler

✓**Answer:**

Assignment Rules

108. What can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- Service Level Definitions
- Under Pinning Contracts
- Customer Level Agreements
- Service Level Agreements

✓**Answer:**

Service Level Agreements

109. Real-time editing allows you to edit records in real-time as well as see edits (indicated by a pulse icon) saved by other users using interfaces or devices such as (name **four**):

- Visual Task Boards
- Service Portal
- Studio
- ServiceNow Mobile apps
- App Engine
- Apple Watch

✓**Answer:**

Visual Task Boards  
 Service Portal  
 ServiceNow Mobile apps  
 Apple Watch

110. *Navigate here to create an assignment rule*

✓**Answer:**

System Policy > Rules > Assignment

111. Which of the following **three** statements best describes Tasks?

- Tasks lead to quicker resolution times
- Tasks can only be performed once
- Tasks are repeatable processes
- Tasks minimize the possibility of human error

✓**Answer:**

Tasks lead to quicker resolution times

Tasks are repeatable processes

Tasks minimize the possibility of human error

112. Where can we create SLAs, OLAs and Underpinning Contracts?

- Configuration Management
- Incident
- Service Level Management
- Service Catalog

✓**Answer:** Service Level Management

113. What is a collaboration tool with special user interface for presenting tasks?

- Visual Task Board
- Connect Chat
- Virtual Task Board
- IntegrationHub

✓**Answer:** Visual Task Board

114. Name **three** things from below that best describe Tasks?

- Minimize human error
- Can only be performed once
- Lead to quicker resolutions
- Repeatable Process

✓**Answer:**

Minimize human error  
Lead to quicker resolutions  
Repeatable Process

115.As it relates to Task Management, SLA is an abbreviation for what?

- Simple Level Agreement
- Service Level Agreement
- Service Level Analysis
- Service License Agreement

✓**Answer:**

Service Level Agreement

116 .Which module displays a list of tasks assigned to a user's group, but not yet assigned to an individual user?

- My Teams Work
- My Groups Work
- My Groups Tasks
- My Teams Tasks

✓**Answer:** My Groups Work

117. Comments are visible by all users?

- True
- False

✓**Answer:** True

118. Name **three** things Visual Task Boards allow you to do:

- Manage your tasks through a visual, drag-and-drop interface
- Identify process bottlenecks at a glance
- Add users to the system
- Track activity to view updates all in one place
- Uses machine-learning algorithms to determine field values

✓**Answer:**

Manage your tasks through a visual, drag-and-drop interface

Identify process bottlenecks at a glance

Track activity to view updates all in one place

119. Types of SLA (SLA, OLA, UC) are defined in which field?

- Retroactive Start

- Condition Field
- Type Field
- Duration

✓**Answer:**

Type Field

120. Select **three** different types of Visual Task Boards from the list below.

- Flexible
- Customized
- Guided
- Framed
- Freeform

✓**Answer:**

Flexible

Guided

Freeform

121. What is a Service Desk application menu to locate all work assigned to your team?

- **Service Desk > My Assignments**
- **Service Desk > My Groups Work**
- **Service Desk > Inbox**
- **Service Desk > Task Board**
- **Service Desk > My Work**

✓**Answer:**

**Service Desk > My Groups Work**

*122. Navigate here to set configurable properties for the SLA Engine*

✓**Answer:**

Service Level Management > Properties > SLA Engine

123. What is a Service Desk application menu to locate all work assigned to you?

- Service Desk > My Assignments
- Service Desk > Inbox
- Service Desk > Task Board
- Service Desk > My Work

✓**Answer:**

Service Desk > My Work

124. Name **four** Elements of a Visual Task Board (VTB), from the list below.

- Title
- System ID
- Cards
- Lanes
- Quick Panels
- Copy URL

✓**Answer:**

Title

Cards

Lanes

Quick Panels

125. Select **four** types of tasks available via **All > Service Desk > My Work:**

- Change Requests
- Group Approvals
- Incidents
- Knowledge Base Submissions
- Adding users to groups

✓**Answer:**

Change Requests

Group Approvals

Incidents

Knowledge Base Submissions