Q1. An Order Line Item can be revised during which of the following states?

1. New
2. Rejected
3. Open
4. Draft
5. In progress

Q.2 Which entity from the list below may be ordered from a providers Product Catalog ?

1. Product Offering
2. Record Producers
3. Product Specification
4. Catalog Items

Q3. Which of the following are the valid state values for a product Offering?

1. Published
2. Retired
3. Archived
4. Active
5. Draft

Q4. What is the field name that determines if you can revise or request the cancellation of an order line item?

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Q.5 What is the name of the table where Product Inventory is stored ?

1. sn\_prd\_invt\_product\_inventory
2. ua\_custom\_table\_inventory
3. product\_inventory
4. order\_management\_inventory

Q6. What is encompassed by the design time phase for jeopardy- related components?

1. Making data model adjustments
2. Configuring SLA definitions, SLA Processing flow, decision tables, and fulfillment subflows
3. Implementing business rules for jeopardy logic
4. Setting up run time components

Q7. What record does the Fallout Task reference?

1. Customer Order
2. Order Task
3. Domain Order
4. Task

Q8. Select the Decision table input values. Mark all that apply.

1. Account Record
2. Customer Order Line Item
3. Product Specification
4. Order task
5. Order Record

Q9. What protocol is used by the inbound APIs ?

1. SOAP
2. JSON
3. REST
4. HTTP

Q10. Which of the following change types are supported by Order Management for Telecom, Media and Tech ?

1. Account
2. Contact
3. Price
4. Location
5. Characteristics

Q11. What REST action creates a new record in the database?

1. GET
2. PUT
3. POST
4. PATCH
5. DELETE

Q12. Form the list below, Select the capabilities of the REST API.

1. Order decomposition
2. Order creation
3. Order deletion
4. Order fallout management
5. Change order

Q.13 Which of the following are valid Specification Relationship Types? Choose all that apply.

a) Bundles

b) Consists of

c) Requires

d) Realized as

e) Related

Q.14 What are the order types supported by Order Management ?

1. Telecom Orders
2. Service Orders
3. Resource Orders
4. Product Orders
5. Catalog Orders

Q.15 What is the name of the process which allows order decomposition to occur repeatedly throughout the order lifecycle as the data in the order evolves?

1. Order Decomposition
2. Order Approval
3. Staggered Decomposition
4. Order Fulfillment

Q.16 Select the specifications where the Model Category is mapped to a CI Class value. Mark all that apply.

a) Service Specification

b) Product Specification

c) Resource Specification

Q.17 What record contains the mapping to the Model Category value?

a) Category

b) Specification Category

c) Product Model

d) Service Specification

Q.18 Select the steps associated with order creations . choose all

1. Selection Account and Contact
2. Select Location and Product Offering
3. Add to Shopping Cart
4. Configure Order Lines

Q.19 What component allows you to manage visualize and track product offerings and their components in a single configurable workspace?

1. Configurable Workspace
2. Flow Designer
3. Catalog Hierarchy
4. Orchestration UI

Q.20 How does OMT-SPM integration benefit order fulfillment ?

1. By eliminating the need for customer site visits.
2. By reducing administrative burdens in complex fulfillment plans.
3. By synchronizing project tasks with order tasks.
4. By automating customer site tracking for orders

Q.21 Which of the following tasks can a CSP perform using suspend and resume actions in Order Management ? (Not the complete answer);

1. Processing payment for suspend and resume orders
2. Supporting future-dated suspend and resume orders using a scheduler.
3. Ingest and fulfill suspend product and service orders.
4. Sending notification emails for suspend and resume orders
5. Ingesting and fulfilling resume product and service orders.

Q.22 What feature allows you to track the progress of an order in the fulfillment process by reviewing the orchestration plan for the order, its order line items and domain product, service or resource order?

1. Workflow
2. ServiceNow Orchestration
3. Flow Designer
4. Order Orchestration

Q.23 Identify Select the features benefits of Order Management for Telecom, Media and Tech(OMT).

1. Improved agent productivity
2. Lower order fallout
3. Domain Separation
4. Reduce time to launch new Service
5. Strict order fulfillment processes
6. Deepen customer relationships

Q.24 What process occurs when an order encounters an error in its normal fulfillment flow?

1. Order Task
2. Failed Order
3. Order Fallout
4. Order Error

Q.25 This process defines rules between two specifications in the product catalog so fulfillment agents can access all relevant characteristics values in product, service and resource orders.

1. Characteristic Mapping
2. Decomposition
3. Attribute Mapping
4. Attribute Propagation

Q.26 ServiceNow applications for Telecommunications, Media and Technology consists of which of the following?

1. Telecommunications Service Operations Management
2. Service management apps for Telecom, Media & Tech
3. Order Management for Telecom, Media & Tech
4. Telecommunications Software Distribution

Q.27 What Use Cases are supported for the integration between order Management for Telecommunications (OMT) and Field Service Management (FSM) ?

1. Create Work Orders
2. Create external notification
3. Manage Updates
4. Support design time configuration

Q.28 What record types can Compatibility Rules be applied to ?

1. Service Specification
2. Product Offering
3. Product Specification
4. Resource Specification
5. Characteristics

Q.29 How is the inclusion of child service order details in the outbound request for a service order managed ?

1. Through validations to prevent duplicate outbound requests for child service orders
2. Through payload creation at the time of outbound request
3. Through default settings that always include all child service order details
4. Through evaluation using a decision table

Q.30 What are the capabilities of Technical Service Qualification?

1. Confirm service availability by sending technical service qualification request
2. Process and coordinate technical service requests and responses with external inventory systems via APIs
3. Cancel Orders deedmed not qualified
4. Aligned with the service Qualification Management TMT 645 Open API

Q.31 What does ServiceNow’s 5G Network Slicing order handling approach aim to achieve?

1. Focus on communication services for individuals
2. Define , create , and fulfill 4G network slice orders
3. Provide general network management services
4. Facilitate the efficient management of 5G network slicing services

Q.32 What field contains the fallout category value?

1. Category
2. State
3. Fallout Type
4. Fallout Category

Q.33 Which of the following are defined and associated with a product, service, or resource specification? Select all that apply

1. Accounts
2. Characteristics
3. Orders
4. Tasks
5. Characteristics Options

Q.34 What two variables are used in the automated Order Priority calculation ?

1. Category’
2. Urgency
3. Rank
4. Weight
5. Impact

Q.35 Select the ServiceNow components related to Order Management for Telecom, Media and Tech.

1. Service Bridge
2. Product Catalog
3. Service Mapping
4. Incident Management
5. Resource Order

Q.36 What standard body definition are the APIs based upon?

1. ServiceNow
2. Word Wide Web
3. TM Forum
4. Federal Communications Commission (FCC)

Q.37 Select the steps involved in the jeopardy calculation process.

1. Domain Order, Order Line Item and Order Check
2. SLA Processing Flow
3. Committed Due Date Consideration
4. Jeopardy Evaluation Trigger
5. Jeopardy status Update

Please Rate the Drawing







