Q.1 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.2 What record contains the mapping to the Model Category value?

a) Category

b) Specification Category

c) Product Model

d) Service Specification

Q.3 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.4 Identify the roles with access to the Enhanced Product Catalog Experience. Select three values

a) sn\_prd\_pm.product\_catalog\_admin

b) sn\_prd\_pm.product\_catalog\_manager

c) sn\_prd\_pm\_adv.catalog\_creator

d) itil

e) sn\_prd\_pm.product\_catalog\_viewer

Q5. Which of the following is NOT an available Control?

1. Zoom In
2. Zoom Out
3. Legend
4. Get Help

Q6. Select the steps associated with order creation. Choose all that apply.

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

Q7. Which of the following is NOT a benefit of Order Capture?

1. Improve Customer experience
2. Generate financial reporting
3. Accelerate order to cash
4. Reduce costs

Q8. 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

Q9. What record does the Fallout Task reference?

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

Q10. What field contains the fallout category value?

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

Q11. Which of the following is NOT an example of Order Fallout.

1. Connectivity issue
2. Training issue
3. Incorrect data
4. Inventory issue

Q12. Identify the roles with access to the Orchestration Plan UI.

1. Sn\_ind\_tmt\_orm.order\_fulfilment\_manager
2. Sn\_ind\_tmt\_orm.order\_fulfilment\_agent
3. Sn\_ind\_tmt\_orm.order\_viewer
4. Itil
5. Sn\_ind\_tmt\_orm.order\_approver

Q13. Identify Select the features benefits of Order Management for Telecm, 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

Q14. Brand, cost, terms and conditions, and product-related materials are associated with which of the following?

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

Q15. 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

Q16. Which Entity from the list below may be ordered from a providers Product Catalog?

1. Catalog items
2. Record Producers
3. Product Offering
4. Product Specifications

Q17. 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

Q18. A Compatibility rule is to establish horizontal relationships between the specifications of multiple products, services, or resources.

Q19. What record types can Compatibility Rules be applied to ?

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

Q20. Which of the following is NOT a valid Compatibility Rule state value?

1. Archived
2. Draft
3. Open
4. Published

Q21. What two UI Actions were added to Order Capture to support Horizontal Relationships?

1. Domain Order
2. Product Inventory
3. Add Relationship
4. Create Relationship
5. Order Line Item

Q22. When is order decomposition triggered?

1. Order creation
2. Order acknowledgment
3. Order approval
4. Manually triggered

Q23. What role is required to approve an order?

1. Approver\_user
2. Approval\_admin
3. Sn\_csm\_om.order\_approver
4. Sn\_ind\_tmt\_orm.order\_approver

Q24. 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

Q25. Which of the following is NOT a benefit of Order Capture?

1. Improve Customer experience
2. Generate financial reporting
3. Accelerate order to cash
4. Reduce costs

Q26. From 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

Q27. What record does the Fallout Task reference?

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

Q28. What field contains the Fallout category value?

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

Q29. Which of the following is NOT an example of Order Fallout.

1. Connectivity Issue
2. Training Issue
3. Incorrect data
4. Inventory issue

Q30. Identify the roles with access to the Orchestration Plan UI.

1. sn\_ind\_tmt\_orm.rder\_fullfillment\_manager
2. sn\_ind\_tmt\_orm.order\_fulfillment\_agent
3. sn\_ind\_tmt\_orm.order\_viewer
4. itil
5. sn\_ind\_tmt\_orm.order\_approver

Q31. 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. Reduced time to launch new service
5. Strict order fulfillment processes
6. Deepen customer relationship

Q32. Which entity from the list below may be ordered from a providers Product Catalog?

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

Q33. 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

Q34. Identify the predefined Order Priority Values.

1. Moderate
2. Urgent
3. Low
4. Moderate
5. Critical

Q35. What two variables are used in the automated Order Priority calculation ?

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

Q36. The Priority Value can be provided via an external API call ?

True

Q37. In the Order Management for Telecommunications, Media and Technology applications, what can you use external CPQ system product inventory IDs for ?

1. To generate product in inventory records
2. To create unique order IDs
3. To facilitate various actions in the order fulfillment process.
4. To integrate with TM Forum’s Open APIs

Q38. Which of the following is NOT a function enabled by the order Management for Telecommnunications, Media and Technology applications?

1. Creation of product and service orders
2. Modification of product inventory records
3. Suspension of product and service orders
4. Resumption of product and service orders

Q39. How does the system handle future request for different order actions in the Order Management for Telecommunications, Media and Technology applications?

1. By generating unique order IDs
2. By integrating with external CPQ systems
3. By creating separate product inventory records
4. By generating unique IDs associated with product inventory records

Q40. What is the primary purpose of creating a new table to save external product inventory IDs in the Order Management Tool (OMT) user interface ?

1. To connect external product inventory IDs to product inventory records.
2. To allow for updates to these IDS during order fulfillment
3. To ingest external product inventory IDs in order APIs.
4. To prevent duplicates when handling multiple external product inventory IDs for a single order item.

Q41. Which API should include “External Product Inventory” to support updates and inflight revisions for external products inventory IDs ?

1. Product and Service Order API.
2. Order Management Tool (OMT) API.
3. Inventory Management API.
4. Customer Profile API.

Q42. Why is it important to put checks in place to prevent using the same external product inventory ID more than once?

1. To ensure efficient handling of external product inventory.
2. To facilitate easy integration with the order management tool.
3. To avoid potential duplicates in orders.
4. To simplify the fulfillment process.

Q43. What is the purpose of the “ Support change, disconnect, suspend, and resume order based on external product inventory ID “ scenario ?

1. To create a new table for external product inventory IDs .
2. To ingest external product inventory IDs in order APIs .
3. To Facilitate changes and actions on products using external identification numbers.
4. To connect external product inventory IDs to product inventory records.

Q44. When creating a Service /Product Order through the API without specifying a quantity and providing more than one external ID in the externalProductInventory array, what does the system assume by default ?

1. Adefault quantity of 0
2. A default quantity of 1
3. A default quantity of 2
4. A default quantity of 10

Q45. What action should you take if you encounter the error message “Invalid payload : One or more external product inventory IDs are duplicate”?

1. Ignore the error message; it’s a false alarm
2. Check that all Order Line Items (OLIs ) in the payload have unique externalProductInventory IDs.
3. Delete the entire order and start over.
4. Increase the quantity for the duplicate external IDs.

Q46. Select the responsibilities for Jeopardy Management that fall under the role of System Admin. Select three options.

1. Developing new Jeopardy Management
2. Configuring Out-of-the-Box (OOB) Jeopardy Workflow Actions
3. Task SLA Definitions
4. Decision Table Updates
5. Configuring new Jeopardy table

Q47. Select the responsibilities for Jeopardy Management that fall under the role of Service Order Manager.

1. Reviews Service order jeopardy data
2. Track, Monitor and Review Order Progression
3. Assigns order task jeopardy priorities
4. Tracks and monitors order fulfillment
5. Manages inventory levels
6. Assigns order task jeopardy priorities

Q48. When does the jeopardy evaluation process begin for order tasks?

1. When the order is placed
2. When predefined conditions in the SLA Processing flow are met
3. When the order is approved
4. When the order is fulfilled

Q49. Select the tasks associated with the Jeopardy SLA Definitions and SLA Processing Flows.

1. Specify Start, Pause, Cancel and Reset Conditions
2. Implement a random schedule for tasks
3. Define Task Duration
4. Ensure Duration Consistency
5. Establish SLA Processing Flow
6. Overwrite the out-of-the-box Flow

Q50. What table does the OMT Order Task table (sn\_ind\_tmt\_orm\_order\_task) extend from?

1. Task
2. Sn\_customerservice\_task
3. Planned\_task
4. Sn\_omt\_task

Q51. 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

Q52. When does planned dates roll up occur? Select two responses.

1. When new Order Tasks are created
2. When Order Tasks are set to Work in progress
3. When Order Tasks are set to Closed complete
4. When Order Tasks are set to Resolve.

Q53. 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

Q54. An Order Line Item can be revised during which of the following states?

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

Q55. What is the field name that determines if you can revise or request the cancellation of an order line item?

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Q56. What is the primary purpose of the integration between the order management for Telecommunications, Media, and Technology application and the Field Service Management application?

1. To generate invoices automatically
2. To facilitate the creation of work orders
3. To manage customer subscriptions
4. To monitor network performance

Q57. How does the integration between the two applications benefit the order fulfillment process?

1. By automating billing and invoicing
2. By optimizing network performance
3. By streamlining the creation of work orders
4. By providing real-time customer support

Q58. What types of orders are specifically targeted by the integration for the generation of work orders?

1. Subscription orders
2. Network performance orders
3. Field service work orders
4. Inventory management orders

Q59. What is one of the notable features of OMT-FSM integration.

1. Seamless updates from FSM to OMT
2. Automatic generation of work orders
3. Fixed work order templates
4. Manual work order creation

Q60. Which application does OMT-FSM integration primarily focus on?

1. Financial Management
2. Field Service Management (FSM)
3. Order Management for Telecommunications (OMT)
4. Human Resources

Q61. How does the integration save time during work order creation

1. By requiring manual work order creation
2. By offering fixed work order templates
3. By allowing automatic generation of work orders
4. By limiting control over work order scenarios

Q62. What des the OMT-FSM integration offer in terms of order and work order management?

1. Limited customization options
2. Fixed conditions for order creation
3. A seamless flow of information
4. No control over work order templates

Q63. What is the primary benefit of integrating Order Management for Telecommunications(OMT) and service Project Management (SPM)?

1. Reduced project costs
2. Streamlined view of order fulfillment
3. Improved customer communication
4. Enhanced billing accuracy

Q64. Who benefits from the integration of OMT and SPM ?

1. Only internal employees
2. Only project managers
3. Only customers
4. Project managers and internal employees

Q65. What does the integration of OMT and SPM empower project managers with?

1. Reduced oversight
2. Reactive customer service
3. Proactive oversight of customer service delivery
4. Billing management

Q66. What is the primary purpose of designing project templates and associated task types in Project Portfolio Management?

1. To track the progress of project managers
2. To generate customer project templates
3. To manage financial aspects of projects
4. To evaluate project risks

Q67. Which decision tables should be configured in Project Porfolio Management to oversee project-related tasks?

1. Decision Table for Financial Forecasting
2. Decision Table for Employee performance
3. Project Management Oversight for Order Line Item
4. Decision Table for Inventory management

Q68. What is the purpose of configuring CSM Table Maps for connections like Order Line Item to Customer Project or Order Task to Project Task ?

1. To automate one-time synchronization of project details
2. To perform real-time synchronization of project tasks
3. To create additional projects
4. To delete existing projects

Q69. When does the run-time synchronization of status , work notes and additional comments occur for order line items, order tasks and domain orders?

1. During project creation
2. When additional rules are created
3. Whenever changes are made to connected items
4. When the CSM Table Maps are configured

Q70. Which of the following fields is NOT associated with Catalog Versioning?

1. Initial Version
2. Previous Version
3. Version
4. Current Version

Q80. Which of the following are the valid state values for a product Offering?

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

Q81. Which of the following tasks can a CSP perform using suspend and resume actions in Order Management ?

1. Cancel product orders entirely
2. Create new product and service inventories.
3. Ingest and fulfill suspend product and service orders.
4. Delete product inventory records

Q82. What is one of the key capabilities associated with future – dated suspend and resume orders using a scheduler?

1. Automatically processing all orders in real time
2. Delaying product orders indefinitely
3. Managing product inventory without interruption
4. Scheduling suspend and resume actions for a later date.

Q83. How does the suspend and resume process begin ?

1. When a customer order is scheduled
2. After the scheduler marks a record as Completed
3. Upon approval of a customer order of type suspend or Resume.
4. When the inventory state changes to Active.

Q84. When does the suspend or resume action start?

1. It starts immediately upon order closure
2. It begins when the scheduler marks the record as scheduled
3. It begins when the Product Inventory Operations table is created .
4. It starts when the inventory state changes to Active.

Q85. What triggers the update of the inventory state in the Product Inventory Operations table to canceled ?

1. Inflight changes or cancellation of order line items.
2. When the scheduler marks a record as scheduled
3. When the inventory state changes to Suspended
4. When the suspend and resume dates are the same .

Q86. What happens if the resume operation date is before the suspend operation date?

1. Both operations occur simultaneously
2. The resume operation takes precedence.
3. The suspend operation takes precedence.
4. An error is triggered , and both operations are canceled.

Q89. Which of the following is NOT a valid value for the Result field?

1. None
2. Qualified
3. Unqualified
4. Invalid

Q90. What is the name of the new Related List added to the service order form ?

1. Response Proposal
2. Alternate Proposal
3. Service Qualifications
4. Inventory Proposal

Q91. 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

Q92. What is the primary goal of the Order Management for Telecommunications, Media and Technology application?

1. To enable communication service providers to seamlessly incorporate 5G services into their product offerings.
2. To break down physical networks into multiple individual networks.
3. To streamline the process of accepting slice orders from external systems.
4. To interface with northbound systems.

Q93. What is network slicing in the context of this application?

1. It refers to slicing a cake into pieces.
2. It involves breaking down a physical network into multiple individual networks with unique characteristics.
3. It is a method for connecting devices to the internet
4. It is a technique for managing customer orders

Q94. How does the service order open API benefit CSPs using this application?

1. It allows CSPs to slice networks.
2. It automates the process of accepting slice orders from external systems.
3. It helps CSPs manage customer orders
4. It interfaces with eastbound systems

Q95. What happens when you change the category of a service description to “slice”?

1. The description remains the same and no message appears.
2. A message pops up asking if you want to continue, as it may change the template
3. The description gets deleted

Q96. What occurs when you switch the template on a service description?

1. The template change happens without any warnings
2. A message asks if you want to proceed and if you do the description is updated
3. The description is locked and cannot be edited further

Q97. What happens if you forget to associate a template with a slice- type service description?

1. The description gets saved without any issues
2. An error message appears when trying to save, reminding you to select a template
3. The description is automatically associated with a default template.

Q98. What are some benefits of the ServiceNow implementation of CSMF (Communication Service Management Function)?

1. Multiple platforms and databases for flexibility
2. Workflow automation and data accuracy dashboards
3. Limited integration options with external applications

Q99. What is a key advantage of ServiceNows’s implementation of CSMF in terms of data management?

1. Multiple data models for complex data handling
2. Integration options with external applications
3. One Platform, One Database, One Data Model

Q100. How is the ServiceNow implementation of CSMF different from others in terms of order management?

1. It lacks industry leadership
2. It offers an extendable data model for product and service definition
3. It uses separate databases for different functionalities

Q101. What REST action creates a new record in the database?

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

Q102. What protocol is used by the inbound APIs ?

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

Q103. What standard body definition are the APIs based upon?

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

Q104. What is the name of the staging table used for asynchronous API orders?

1. Async Order Requests
2. Inbound Orders
3. Customer Orders
4. Inbound Queue

Q105. What are the value of the state field on the Inbound Queue table.

1. Completed
2. New
3. Open
4. Error
5. In progress

Q106. What is the name of the query parameter used to determine if a REST API order is processed asynchronously?

1. Mode

Q107. What operation does the TMF641 Service Ordering Management Open API provide to update ongoing service orders from an external system?

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

Q108. What can you do with the TMF641 Service Ordering Management Open API when it comes to ongoing service orders?

1. Only create new service orders
2. Only view existing service orders
3. Create new orders , make changes to existing ones , or cancel orders
4. Cancel existing service orders

Q109. Why does the alert “Alert while invoking Create Outbound Fulfillment Request ” pop up when making a request with hierarchical parent settings?

1. To notify the agent about a successful request
2. To prevent accidental errors
3. To indicate that the system is under maintenance
4. To remind the agent to create more request

Q110. What does the error message “Outbound Request failed to submit because one of more child orders already have an outbound request triggered ” indicate when an agent attempts to create an outbound fulfillment request?

1. It means the request has been successfully submitted
2. It indicates that there are no child orders within the parent order
3. It signifies a problem due to previously triggered requests in child orders.
4. It suggests that the system is experiencing technical difficulties.

Q111. What does the error message “Invalid payload : externalId is missing ” indicate?

1. The external id passed is incorrect
2. The external id is not present in the system
3. The serviceOrderItem state is missing
4. The domain order id is not valid

Q112. When you see the error message “Invalid domain order id Please pass the correct domain order id,” what does it suggest?

1. The external id is missing
2. The domain order id is not present in the system
3. The fulfilment state is incorrect
4. The external id is not associated with the domain order.

Q113. What is the meaning of the error message “Invalid fulfilment state: Please provide correct fulfilment state”?

1. The fulfilment state is missing
2. The external id is not associated with the domain order .
3. The fulfilment state passed is not valid.
4. The serviceOrderItem state is missing

Q114.