**Topic 1 - Exam A**

Question #1*Topic 1*

An HR Admin without the System Admin role can do what? (Choose three.)

* A. Grant roles to users or groups
* B. Modify the HR Administration > Properties **Most Voted**
* C. Reset user passwords
* D. Create HR Criteria **Most Voted**
* E. Configure business rules
* F. Add users to groups **Most Voted**

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**Correct Answer:** *BDF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/1/)

*Community vote distribution*

BDF (78%)

ADF (17%)

6%

Question #2*Topic 1*

After the HR Admin [sn\_hr\_core.admin] role has been removed from the Admin role, how may a user with only the Admin role add members to HR groups?

* A. The Admin must elevate their role to security\_admany group membership change.
* C. The Admin can no longer add members to HR groups. **Most Voted**
* D. The Admin must impersonate an HR Admin to add members to HR groups.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/1/)

*Community vote distribution*

C (100%)

Question #3*Topic 1*

In the Create Bulk Cases module, which Filter by options are available in the dropdown? (Choose four.)

* A. Document Template
* B. Upload File **Most Voted**
* C. HR Service Template
* D. User Criteria **Most Voted**
* E. HR Template
* F. HR Profiles **Most Voted**
* G. HR Criteria **Most Voted**

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**Correct Answer:** *BDFG* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/1/)

*Community vote distribution*

BDFG (100%)

Question #8*Topic 1*

Which of the following are true for an HR application as it relates to the User [sys\_user] Table and the HR Profile [sn\_hr\_core.profile] Table?

* A. Both are required. **Most Voted**
* B. Only HR Profile table is required in HR.
* C. Neither are required.
* D. Only the User table is required in HR.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/2/)

*Community vote distribution*

A (100%)

Question #9*Topic 1*

In the base instance, what determines the conditions a Case must meet before it can be assigned to an agent?

* A. Matching Rules **Most Voted**
* B. Client Rules
* C. ACLs
* D. Escalation Rules

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

A (100%)

Question #10*Topic 1*

What role is required, at a minimum, to view confidential HR Profile data?

* A. HR Admin [sn\_hr\_core.admin]
* B. HR Basic [sn\_hr\_core.basic] **Most Voted**
* C. LE Admin [sn\_hr\_le.admin]
* D. HR Manager [sn\_hr\_core.manager]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

B (100%)

Question #11*Topic 1*

What types of HR Document templates may be created in ServiceNow? (Choose two.)

* A. Document Templates **Most Voted**
* B. Word document templates
* C. PDF document templates **Most Voted**
* D. Text document templates

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**Correct Answer:** *AC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

AC (100%)

Question #14*Topic 1*

What defines an employee's access to the HR Service Portal / Employee Service Center?

* A. Group membership
* B. User Criteria
* C. HR Criteria
* D. Client Roles **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

D (78%)

C (22%)

Question #16*Topic 1*

In the HR Guided Setup Module, why are some tasks locked in the Task view?

* A. They require an elevated role to access.
* B. They are deprecated tasks that should not be completed.
* C. They require other tasks to be completed first.
* D. They require a plugin to be activated first. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

D (100%)

Question #17*Topic 1*

Which of the following are examples of HR application scopes? (Choose four.)

* A. Human Resources: COE
* B. Human Resources: Core **Most Voted**
* C. Human Resources: Knowledge
* D. Human Resources: Integrations **Most Voted**
* E. Human Resources: Lifecycle Events **Most Voted**
* F. Human Resources: Global
* G. Human Resources: Service Portal

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**Correct Answer:** *BDE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

BDE (57%)

BDEG (43%)

Question #18*Topic 1*

How can an HR Administrator or Content writer limit which employees will see content on the Employee Service Center?

* A. All employees will see the same information
* B. Client roles automatically limit what is visible to employees
* C. Using User Criteria
* D. Using HR Criteria **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

D (100%)

Question #19*Topic 1*

If the Audience field has been configured on a Lifecycle Event Activity, what will the system do if the subject person does not meet the criteria for that Activity?

* A. the activity must be manually closed by the HR professional
* B. the Lifecycle Event will be canceled
* C. the activity must be manually closed by the Subject person
* D. the activity will be skipped **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

D (100%)

Question #22*Topic 1*

HR Profiles may be created for multiple employees using conditions and criteria in which module?

* A. Create Human Resources Profile
* B. Create new Case
* C. Generate HR Profiles **Most Voted**
* D. Bulk Cases

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

C (100%)

Question #25*Topic 1*

When does the HR Template populate information on the HR Case form?

* A. When the Opened for person is selected
* B. When the Assignment group is selected.
* C. When the HR Case Type is selected.
* D. When the HR service is selected on the HR Case Creation form. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

D (100%)

Question #26*Topic 1*

The HR Profile table is used to track information for what Employment types? (Choose three.)

* A. Other
* B. Potential Employee
* C. Full Time Employee **Most Voted**
* D. Temporary Employee **Most Voted**
* E. Spouse
* F. Contractor **Most Voted**

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**Correct Answer:** *CDF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

CDF (100%)

Question #28*Topic 1*

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that they get an error message about a Read operation from the HR scope to the Global scope being denied. You have verified that each Script Include was written correctly.  
What else must be done to allow the Script Includes to work in the HR application?

* A. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
* B. You must create a custom ACL to allow the script includes to work.
* C. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed. **Most Voted**
* D. You must change Scope for the script includes to work.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

C (100%)

Question #29*Topic 1*

In the HR Guided Setup Module, the Configuration View displays which of the following for a Category? (Choose three.)

* A. Properties **Most Voted**
* B. Gauges
* C. Dashboards
* D. Lists **Most Voted**
* E. Overviews
* F. Forms **Most Voted**

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**Correct Answer:** *ADF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

ADF (100%)

Question #30*Topic 1*

What method needs to be invoked from MatchingRuleProcessor class?

* A. processAndGetCandidates **Most Voted**
* B. processAndGetUsers
* C. processAndGelList
* D. processAndGetArray

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

A (100%)

Question #31*Topic 1*

If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

* A. HR Service and HR Template.
* B. HR Service, HR Template, and Record Producer.
* C. HR Service. **Most Voted**
* D. HR Service, HR Template, Record Producer, and Lifecycle event type.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

C (100%)

Question #32*Topic 1*

The Knowledge bases searched for the Knowledge results section on an HR Case are determined by what?

* A. Contextual Search configuration **Most Voted**
* B. HR Service configuration
* C. HR Criteria configuration
* D. Knowledge Management configuration

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

A (100%)

Question #33*Topic 1*

When gathering requirements for HR Services, it is best to begin by defining the Service then working upwards, categorizing in progressively more detail.  
What are the basic categories used?

* A. HR Service, Topic Detail, COE.
* B. HR Service, Topic Category, Activity Category, Activities, COE.
* C. HR Service, Topic Category, COE.
* D. HR Service, Topic Detail, Topic Category, COE. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/9/)

*Community vote distribution*

D (100%)

Question #34*Topic 1*

If a knowledge base and its articles have no user criteria selected, a user without a role can do what?

* A. read and contribute articles
* B. read articles, but not contribute **Most Voted**
* C. can neither read nor contribute articles
* D. contribute, but not read articles

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/9/)

*Community vote distribution*

B (100%)

Question #35*Topic 1*

How does ServiceNow know which HR Template to use on an HR Case?

* A. The HR Template is referenced on the HR Service record. **Most Voted**
* B. The HR Template is referenced on the record producer form.
* C. Each COE has a specific HR Template.
* D. The HR Template is selected directly on the Catalog item.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/9/)

*Community vote distribution*

A (100%)

Question #37*Topic 1*

If a customer has a huge employee population, complex organizational structures, and requires custom integrations and language translations, what level of configuration complexity would their project be considered?

* A. Drastic **Most Voted**
* B. Low
* C. Major
* D. Nominal

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/10/)

*Community vote distribution*

A (100%)

Question #38*Topic 1*

When an employee completes a questionnaire on an Employee Form, on which table does the system store their answers?

* A. Form [sys\_ui\_form]
* B. Metric Result [asmt\_metric\_result] **Most Voted**
* C. Question Answer [question\_answer]
* D. HR Case [sn\_hr\_core\_case]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/10/)

*Community vote distribution*

B (100%)

Question #39*Topic 1*

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

* A. Article Versions related list
* B. Knowledge feedback related list
* C. Affected Products related list
* D. Translated Versions related list **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/10/)

*Community vote distribution*

D (100%)

Question #40*Topic 1*

When creating a PDF Document Template, where does the list of Document Revisions come from?

* A. From Managed Documents **Most Voted**
* B. From Document Templates
* C. From Knowledge Articles
* D. From System Documents

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/10/)

*Community vote distribution*

A (100%)

Question #41*Topic 1*

Only users with which role, at a minimum, may view the confidential data on the HR Profiles table?

* A. Profile Writer [sn\_hr\_core.profile\_writer]
* B. Profile Reader [sn\_hr\_core.profile\_reader] **Most Voted**
* C. HR Case Writer [sn\_hr\_le.case\_writer]
* D. HR Case Reader [sn\_hr\_le.case\_reader]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/11/)

*Community vote distribution*

B (100%)

Question #43*Topic 1*

What do Client Roles define?

* A. Groups for the customer's clients.
* B. Roles that come into force if user uses a browser client.
* C. Named roles (eg VP of Operations, SVP Sales) for a customer’s clients.
* D. Access for new hires, employees, alumni, contingent, and contract workers. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/11/)

*Community vote distribution*

D (100%)

Question #44*Topic 1*

When a Guided Setup task is marked as complete, how can it be reopened?

* A. Closed tasks cannot be reopened
* B. Click the Mark as Incomplete button **Most Voted**
* C. Submit a request in HI
* D. Restart the Guided Setup entirely

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/11/)

*Community vote distribution*

B (100%)

Question #45*Topic 1*

When creating a PDF Document template, the Document revision field must be completed.  
How does the system determine which documents are available to be selected for this field?

* A. You must be a member of the Owning Group for the Managed Document
* B. All Documents are visible
* C. Your group memberships and the Document owner field on the Managed Document record **Most Voted**
* D. You must have created the Managed Document record

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/12/)

*Community vote distribution*

C (100%)

Question #46*Topic 1*

What is used to create a link on an HR Case form that accesses information outside the application?

* A. HR Service
* B. Link Generator **Most Voted**
* C. Restricted Caller Access
* D. COE Configuration

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/12/)

*Community vote distribution*

B (100%)

Question #47*Topic 1*

When configuring a PDF Document Template, how does the system map form fields to ServiceNow fields?

* A. The Document field type on the PDF Template Mappings record
* B. The Preview value field on the PDF Template Mappings record
* C. The Mapping field on the PDF Template Mappings record **Most Voted**
* D. The Document field on the PDF Template Mappings record

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/12/)

*Community vote distribution*

C (82%)

A (18%)

Question #48*Topic 1*

If the Match All field is checked on a User Criteria record, the user:

* A. Must satisfy at least one of the criteria to meet the conditions.
* B. Must satisfy at least of the criteria to meet the conditions.
* C. Must satisfy a majority percentage of the criteria to meet the conditions.
* D. Must satisfy all of the selected criteria to meet the conditions. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/12/)

*Community vote distribution*

D (100%)

Question #49*Topic 1*

If a new HR Knowledge base is created, how can it be included in the Knowledge results section on the HR Case form?

* A. Add it to the HR Template
* B. Add it to the HR Service configuration
* C. All Knowledge bases are searched by default
* D. Add it to the Contextual Search configuration **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

D (100%)

Question #50*Topic 1*

How is the HR template associated with an HR service?

* A. On the HR service record **Most Voted**
* B. On the Lifecycle Event Activity Set
* C. On the HR template record
* D. On the HR case

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

A (92%)

8%

Question #51*Topic 1*

Where does the HR Administrator define which HR Profile fields can be edited in the ServiceNow instance?

* A. HR Profile > Setup
* B. HR Administration > Properties **Most Voted**
* C. HR Administration > Setup
* D. HR Profiles > Properties

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

B (100%)

Question #52*Topic 1*

What is the purpose of the Owning Group field on the HR Template?

* A. They approve the Template to be published.
* B. They own the Lifecycle Event.
* C. They manage updates to the Template. **Most Voted**
* D. HR Cases are assigned to the Owning Group.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

C (100%)

Question #57*Topic 1*

In the base ServiceNow platform, the Human Resources General Knowledge base has Can Contribute User Criteria set to Users with the [sn\_hr\_core.kb\_write] role.  
If a Knowledge article in the Human Resources General Knowledge base has no Can Contribute User Criteria set, what is the minimum role a user would need to edit the article?

* A. HR Admin [sn\_hr\_core.admin]
* B. HR Basic [sn\_hr\_core.basic]
* C. KB Reader [sn\_hr\_core.kb\_reader]
* D. KB Writer [sn\_hr\_core.kb\_writer] **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

D (83%)

A (17%)

Question #59*Topic 1*

In the base ServiceNow configuration, when are HR Cases created after a Bulk HR case request is submitted?

* A. Twice per day using a scheduled job
* B. Every 6 hours using a scheduled job
* C. Once a day using a scheduled job
* D. Immediately **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

D (94%)

6%

Question #60*Topic 1*

An employee in Chicago submits a request using the Employee Service Center. The HR Case template associated with the HR Service defines the Skills needed, but not an Assignment Group.  
Using base platform functionality, which of the following is the first step the system takes to assign the Case?

* A. An Assignment Rule creates a list of possible assignees
* B. A Matching Rule assigns the Case to a group
* C. The Case must be manually assigned
* D. An Assignment Rule assigns the Case to a group **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

D (100%)

Question #61*Topic 1*

Which of the following are predefined Dashboards that are installed with HR Case Management? (Choose three.)

* A. Manager Dashboard **Most Voted**
* B. Overview **Most Voted**
* C. Workforce Administration Dashboard
* D. Onboarding Dashboard
* E. Employee Relations Cases Dashboard
* F. HR Case Dashboard **Most Voted**

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**Correct Answer:** *ABF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

ABF (100%)

Question #62*Topic 1*

ServiceNow has identified 3 maturity levels for an HR customer.  
What are they?

* A. Managed Interactions, Self-Reliance, Smart Services **Most Voted**
* B. Managed Interactions, Self-Help, Advanced Services
* C. No automation, Self-reliance, Smart Services
* D. Managed Interactions, Self-Reliance, Automated Services

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

A (100%)

Question #63*Topic 1*

When using the Generate HR Profiles module to create HR Profiles, what field must be completed to ensure the employees are granted the appropriate Client Role?

* A. Employment type **Most Voted**
* B. Profile type
* C. Employee type
* D. User type

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

A (100%)

Question #64*Topic 1*

What does the employee utilize when submitting a self-service request to the HR Organization?

* A. HR Catalog **Most Voted**
* B. HR Skills
* C. HR Template
* D. HR Profile

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

A (100%)

Question #65*Topic 1*

What is the primary purpose of HR Topic Categories?

* A. They group common HR Services. **Most Voted**
* B. They group common HR templates.
* C. They group common HR employees.
* D. They group common HR Catalog Items.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

A (100%)

Question #66*Topic 1*

What are the benefits of the HR application being scoped? (Choose three.)

* A. Provides an additional layer of control over HR data. **Most Voted**
* B. Allows HR Admins to configure the HR application. **Most Voted**
* C. HR department has more autonomy to manage all aspects of HRSD. **Most Voted**
* D. Allows the System Administrator complete control.
* E. HR department has full control of the global application.

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**Correct Answer:** *ABC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

ABC (100%)

Question #67*Topic 1*

The HR Admin [sn\_hr\_core.admin] role allows the user to add members to groups.  
What additional role is needed for an HR Admin to remove users from groups?

* A. User Admin [user\_admin] **Most Voted**
* B. User Writer [user\_writer]
* C. User Reader [user\_reader]
* D. HR User Admin [hr\_user\_admin]

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

A (100%)

Question #68*Topic 1*

On the HR Case form, some HR Services have associated Response templates.  
What determines which HR Services have Response Templates?

* A. The HR Criteria on the HR Service
* B. The HR Criteria on the Response Template record
* C. The table and conditions on the Response Template record **Most Voted**
* D. The User Criteria on the HR Service

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

C (100%)

Question #69*Topic 1*

At what level is User Criteria set to control who can read and edit knowledge articles?

* A. In either the Knowledge Base or Article. **Most Voted**
* B. In the Knowledge Article only.
* C. In the User record.
* D. In the Knowledge Base only.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

A (100%)

Question #70*Topic 1*

How many COEs may be associated with an HR Service?

* A. 5
* B. 1 **Most Voted**
* C. unlimited
* D. 10

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

B (100%)

Question #71*Topic 1*

Which module provides a user-friendly interface for creating new HR Skills and assigning HR skills to members of the HR department?

* A. Skills Routing
* B. Skills Management
* C. Manage HR Skills **Most Voted**
* D. Skills Definition

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

C (100%)

Question #72*Topic 1*

Which table is considered the core table for all HR Case records?

* A. Skill [cmn\_skill]
* B. Incident [incident]
* C. HR Task [sn\_hr\_core.task]
* D. HR Case [sn\_hr\_core\_case] **Most Voted**
* E. HR Profile [sn\_hr\_core\_profile]

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/3/)

*Community vote distribution*

D (100%)

Question #73*Topic 1*

Which HR Role is typically granted to all HR Support staff, at a minimum?

* A. HR Admin [sn\_hr\_core.admin]
* B. HR Basic [sn\_hr\_core.basic] **Most Voted**
* C. HR KB Writer [sn\_hr\_core.kb\_writer]
* D. Document Management User [document\_management\_user]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

B (100%)

Question #74*Topic 1*

A user with only the HR Admin [sn\_hr\_core.admin] role can save and modify which copies of existing reports?

* A. All **Most Voted**
* B. Global
* C. Group
* D. Personal

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

A (67%)

D (33%)

Question #75*Topic 1*

What is the difference between a configuration and a customization?

* A. Configuration uses complex JavaScript while Customization involves field name changes and new buttons.
* B. There is no difference between Configuration and Customization.
* C. Customization uses the built-in tools in the platform while Configuration involves code changes.
* D. Configuration uses the built-in tools in the platform while Customization involves code changes.

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

Question #76*Topic 1*

Which Service Portal configuration option is used to customize the logo, theme, and title of the HR Service Portal?

* A. Designer
* B. Page Editor
* C. Widget Editor
* D. Branding Editor **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

D (100%)

Question #77*Topic 1*

What is the minimum role required to access the HR Properties module?

* A. HR Manager [sn\_hr\_core.manager]
* B. LE Admin [sn\_hr\_le.admin]
* C. Admin [admin]
* D. HR Admin [sn\_hr\_core.admin] **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

D (100%)

Question #78*Topic 1*

The HR Case [sn\_hr\_core\_case] table is an extension of what?

* A. Incident table
* B. Case table
* C. Task table **Most Voted**
* D. Lifecycle Events table

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

C (100%)

Question #79*Topic 1*

What role is required to assign scoped HR roles?

* A. HR Admin [sn\_hr\_core.admin]
* B. HR Manager [sn\_hr\_core.manager]
* C. LE Admin [sn\_hr\_le.admin]
* D. HR Basic [sn\_hr\_core.basic]

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

Question #80*Topic 1*

The customer you are implementing has purchased HR Service Delivery Enterprise which includes Enterprise Onboarding and Transitions.  
Which plugin must be activated to utilize Enterprise Onboarding and Transitions?

* A. Human Resources Scoped App: Lifecycle Events [com.sn\_hr\_lifecycle\_events] **Most Voted**
* B. Employee Document Management [com.sn\_employee\_document\_management]
* C. Human Resources Scoped App: Core [com.sn\_hr\_core]
* D. Employee Service Center [com.sn\_hr\_service\_portal]

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

A (100%)

Question #81*Topic 1*

The Lifecycle Events [sn\_hr\_le\_case] table is a direct extension of which table?

* A. Talent Management [sn\_hr\_core\_talent\_management]
* B. HRIT Operations Case [sn\_hr\_core\_case\_operations]
* C. HR Case [sn\_hr\_core\_case] **Most Voted**
* D. Task [sc\_task]

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

C (100%)

Question #82*Topic 1*

Delegated Developers are granted access only to what in which they are working?

* A. Interfaces
* B. APIs
* C. Instances
* D. Scopes **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

D (100%)

Question #83*Topic 1*

The customer you will be implementing for wants to utilize Now Mobile.  
What is the minimum HR SKU they may purchase that includes Now Mobile?

* A. HR Service Delivery Professional **Most Voted**
* B. Now Mobile is a standalone solution
* C. HR Service Delivery Enterprise
* D. HR Service Delivery Standard

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

A (100%)

Question #84*Topic 1*

If the HR Admin [sn\_hr\_core.admin] needs to develop within the HR application but cannot have the system Admin role, what additional role should be granted?

* A. HR Basic [sn\_hr\_core.basic]
* B. Scoped Developer [sn\_hr\_core.developer]
* C. Delegated Developer [delegated\_developer] **Most Voted**
* D. HR Manager [sn\_hr\_core.manager]

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

C (100%)

Question #85*Topic 1*

When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment.  
Why?

* A. It indicates who should sign the document
* B. It indicates who generated the document
* C. It indicates the Opened for user
* D. It indicates who the document is about

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

Question #86*Topic 1*

How can fields for a specific HR Service be displayed on the New Case Creation page?

* A. HR Service-specific fields cannot be added to the New Case Creation page
* B. Using the Case Creation Service Configurations **Most Voted**
* C. Using the Case Options field on the HR Service
* D. Using the HR Criteria module

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

B (100%)

Question #87*Topic 1*

Which field on the HR Service record defines which HR Catalog Item is associated with the Service?

* A. COE
* B. Topic Detail
* C. Template
* D. Record Producer **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

D (75%)

B (25%)

Question #88*Topic 1*

What must be updated or loaded into the Customer's instance before importing the stories?

* A. Backlog
* B. Epics
* C. Products **Most Voted**
* D. Groups

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

C (100%)

Question #89*Topic 1*

When the Lifecycle Events application is installed, the LE Admin role is granted to which role?

* A. HR Admin [sn\_hr\_core.admin] **Most Voted**
* B. It is not added to other roles
* C. HR Basic [sn\_hr\_core.basic]
* D. HR Manager [sn\_hr\_core.manager]

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

A (100%)

Question #90*Topic 1*

Which of the following applications is installed with the Human Resources Scoped App: Core plugin?

* A. Employee Service Center
* B. Employee Document Management
* C. Lifecycle Events
* D. HR Case Management **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

D (100%)

Question #91*Topic 1*

If you wanted someone to administer the Employee Service Center without granting them the HR Admin role, which scoped Admin role would they need?

* A. Service Portal Admin [sn\_hr\_sp.admin] **Most Voted**
* B. Widget Admin [sn\_hr\_widget.admin]
* C. Employee Files Admin [sn\_hr\_ef.admin]
* D. Integrations Admin [sn\_hr\_integrations.admin]

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

A (100%)

Question #92*Topic 1*

When does the platform assign a Client Role to a user?

* A. Client Roles must be manually added to each employee record
* B. When an HR Profile is created or modified for the employee **Most Voted**
* C. Client Roles are automatically added with Group membership
* D. When a User record is created for the employee

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

B (100%)

Question #93*Topic 1*

If you had little coding experience and were tasked with adding new pages to the customer’s Employee Service Center, which Service Portal Configuration option would be best to complete the task?

* A. Page Editor
* B. Designer **Most Voted**
* C. Widget Editor
* D. Branding Editor

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

B (100%)

Question #94*Topic 1*

What provides a graphical interface to create survey categories, questions, configure the details, and publish the survey?

* A. Survey Designer **Most Voted**
* B. Survey Workflow
* C. Survey Developer
* D. Survey Portal

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

A (100%)

Question #95*Topic 1*

HR Administrators can configure a personal copy of the HR Case Dashboard using which of the following buttons? (Choose two.)

* A. Change Layout **Most Voted**
* B. Delete Content
* C. Modify Layout
* D. Add Content **Most Voted**
* E. Add Layout

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**Correct Answer:** *AD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

AD (100%)

Question #96*Topic 1*

What determines when the HR Chat queue is available?

* A. Schedule field on the HR Profile
* B. Schedule field on the User record
* C. HR Chat is always available
* D. Schedule field on the Queues record **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/4/)

*Community vote distribution*

D (100%)

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Question #97*Topic 1*

What defines the path the Case or HR Task will take when it is escalated?

* A. Assignment Rules
* B. Business Rules
* C. Matching Rules
* D. Escalation Rules **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

D (100%)

Question #98*Topic 1*

If the HR Administrator group has been tasked with collecting Performance Analytics data, what additional role should be granted to the group?

* A. Performance Analytics Data Collector [pa\_data\_collector] **Most Voted**
* B. Performance Analytics Administrator [pa\_admin]
* C. Performance Analytics Threshold Admin [pa\_threshold\_admin]
* D. System Administrator [admin]

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

A (100%)

Question #99*Topic 1*

If the HR Administrator has only been given the HR Admin [sn\_hr\_core.admin] role, what additional role is necessary for them to configure all aspects of the Employee Document Management application?

* A. Employee Document Management Writer[sn\_hr\_ef.document\_writer)
* B. Employee Document Management Reader[sn\_hr\_ef.document\_reader]
* C. EF Admin [sn\_hr\_ef.admin] role **Most Voted**
* D. No additional roles are needed

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

C (100%)

Question #100*Topic 1*

If both the Knowledge Base and the KB article have no "Can Read" User Criteria, what role is required to read the article?

* A. HR Basic [sn\_hr\_core.basic]
* B. HR Manager [sn\_hr\_core.manager]
* C. No role is needed
* D. HR Admin [sn\_hr\_core.admin]

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #101*Topic 1*

Using the base HRSD configuration with no integrations, when the subject person electronically signs an HR document or PDF document, the signature is saved as what?

* A. a digital signature
* B. a picture of the signature that is added to the document **Most Voted**
* C. a digital key
* D. a digital certificate

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

B (100%)

Question #102*Topic 1*

What role needs to be removed from the Admin role at go live to prevent the System Admin from being able to see HR Profile information?

* A. HR Manager [sn\_hr\_core.manager]
* B. HR Agent [sn\_hr\_core.agent]
* C. Core Admin [sn\_core.admin]
* D. HR Admin [sn\_hr\_core.admin]

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #103*Topic 1*

If you select Data Type Numeric Scale on the Assessment Metric (Survey Question) form there is a Scale definition field made visible.  
What does it mean to select High for the Scale definition?

* A. It means a high score is bad
* B. It means a high score is good
* C. There is no option for Scale definition
* D. There is no option for High

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #104*Topic 1*

In which Application Scope is the Lifecycle Events table contained?

* A. Human Resources: Core
* B. Human Resources: Lifecycle Events
* C. Human Resources: Integrations
* D. Human Resources: Service Portal

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #105*Topic 1*

What settings define and track cross-scope access to applications?

* A. Access Controls
* B. Restricted Caller Access
* C. Access Restrictions
* D. Business Rules

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #106*Topic 1*

What determines which Knowledge bases, Knowledge articles, and Service Catalog Items an employee can view?

* A. Filters
* B. User Groups
* C. HR Criteria
* D. User Criteria

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #107*Topic 1*

The Template field referenced on the HR Service record is used to do what?

* A. Populate fields on the HR Case record
* B. Filter who can access the HR Service
* C. Create pre-configured responses HR professionals can use
* D. Make the HR Service accessible on the Employee Service Center

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #108*Topic 1*

When is the Record producer field needed on the HR Service record?

* A. When the HR professional will be creating Cases on behalf of the employee
* B. When you want the employee to request the HR Service from the Employee Service Center
* C. It is always a required field
* D. There is no Record producer held on the HR Service record

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #109*Topic 1*

What are the major HR Service Catalog components? (Choose four.)

* A. HR Template **Most Voted**
* B. Assignment Group
* C. HR Catalog Item **Most Voted**
* D. Matching Rule
* E. Record Producer **Most Voted**
* F. HR Service **Most Voted**
* G. HR Profile

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**Correct Answer:** *ACEF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

ACEF (100%)

Question #110*Topic 1*

How can HR Tasks be marked as optional?

* A. Set Optional to True on the HR Task Template **Most Voted**
* B. Set Optional to True on the Activity Set
* C. Tasks cannot be optional
* D. Set Optional to True on the HR Case form

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

A (100%)

Question #111*Topic 1*

What provides a graphical representation of other tables related to a specific table, either through class extension or reference?

* A. System Structure
* B. Table Map
* C. System Map
* D. Schema Map **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

D (100%)

Question #112*Topic 1*

Scenario: An existing ITSM customer is now implementing HR Enterprise. As part of the implementation, the Scoped Application Restricted Caller Access [com.glide.scope.access.restricted\_caller] plugin was automatically activated.  
By default, what is the Caller Access field set to?

* A. Caller Denial
* B. Caller Tracking
* C. Caller Restriction **Most Voted**
* D. Caller Allowed

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

C (100%)

Question #113*Topic 1*

Which of the following is the key factor in determining the implementation timeline?

* A. Configuration complexity **Most Voted**
* B. Types of integrations
* C. Customer location
* D. Customer business type

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

A (100%)

Question #114*Topic 1*

Beginning with the Orlando release, which module allows HR Administrators to define which groups may access the various COEs or HR Services without needing to edit or create new ACL records?

* A. COE Properties
* B. COE ACL Configuration **Most Voted**
* C. Access Policies
* D. COE Policy groups

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

B (100%)

Question #115*Topic 1*

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that a new button on the HR case, created using the Link Generator application, is not displaying the appropriate web page. Instead, they get a Page Not Found error. You have verified that the Link configuration and script are both accurate.  
What else must be done to allow the Link to work?

* A. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
* B. You must create a custom ACL to allow the link to work.
* C. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.
* D. You must change Scope for the link to work.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #116*Topic 1*

A customer using Lifecycle Events Enterprise has documented a large offboarding Lifecycle Event that includes many steps. Many of the steps, including approvals, must be completed in a specific order.  
Which of these is the best method to use to ensure the activities are triggered in the appropriate order?

* A. Create a new lifecycle event for each of the dependent items
* B. Create separate trigger conditions for each of the dependent activities
* C. Create activity containers for the dependent items **Most Voted**
* D. Create separate activity sets for each of the dependent activities

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

C (100%)

Question #117*Topic 1*

What kinds of records can be created using HR Service Activities? (Choose two.)

* A. Workflows
* B. Approvals
* C. HR Templates
* D. Tasks

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**Correct Answer:** *BD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

Question #118*Topic 1*

Which HR Integrations module is used to document the URL, basic integration properties, and inbound and outbound username and password information for a third-party application?

* A. HR Integration Service
* B. HR Schema Mapping
* C. Sources **Most Voted**
* D. HR Webservices

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

C (100%)

Question #119*Topic 1*

How can a PDF document on an active HR case be generated? (Choose two.)

* A. Autogenerated by system configuration **Most Voted**
* B. By the Subject Person’s manager
* C. By the employee
* D. By the Assigned to person **Most Voted**

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**Correct Answer:** *BD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

AD (67%)

D (33%)

Question #120*Topic 1*

After configuration on a Lifecycle Event is complete, what additional configuration is needed to initiate the LE process for an employee?

* A. None. The LE will automatically trigger based on its configuration
* B. An Event is needed to initiate the LE process
* C. A Scheduled Job is needed to initiate the LE process
* D. An HR Service is needed to initiate the LE process **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/5/)

*Community vote distribution*

D (100%)

Question #121*Topic 1*

In Employee Document Management, which of the following statements is true for legal holds?

* A. Legal Holds are permanent and cannot be removed
* B. Legal Holds may be placed on a group of HR profiles
* C. Legal Holds may be placed on either a Document Type or an individual employee’s HR Profile **Most Voted**
* D. Legal Holds may be manually placed on individual employee documents

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

C (100%)

Question #122*Topic 1*

Each HR service created in \_\_\_\_\_\_\_ has a corresponding transform map job.

* A. HR Transform Maps
* B. HR Integration Service **Most Voted**
* C. HR Service Mapping
* D. HR Schema Mapping

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

B (100%)

Question #123*Topic 1*

If the Workflow editor is utilized for a Lifecycle Event, how does the system know when a task or approval should be triggered?

* A. Activities are manually triggered
* B. The activity set trigger condition determines when it is triggered **Most Voted**
* C. Activities are automatically triggered on specific dates
* D. The Activity trigger condition determines when it is triggered

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

B (100%)

Question #124*Topic 1*

What Primary Security aspects are focused on for the HR application? (Choose three.)

* A. Password Security
* B. ACL Security
* C. Contextual Security **Most Voted**
* D. Physical Security
* E. Roles and Groups **Most Voted**
* F. Platform Access **Most Voted**

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**Correct Answer:** *CEF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

CEF (100%)

Question #125*Topic 1*

A customer using Lifecycle Events Enterprise has configured their onboarding process. Now, management has tasked the HR Admin with creating a way to back out onboarding work in case the new employee decides not to join the company.  
Which of these is the best method to use to reverse work already performed as part of this Lifecycle Event?

* A. Check the “allow blackout” box on each of the activities
* B. Configure a new Lifecycle Event with the necessary activities
* C. Configure the rescind activity set with the necessary activities **Most Voted**
* D. Check the “allow blackout” box on each of the activity sets

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

C (100%)

Question #126*Topic 1*

If the Applies to all services box is not checked on the COE ACL Configuration record, what additional configurations must be made to the record?

* A. No additional configurations are needed
* B. More than one group must be added to the Groups list
* C. At least one HR Service must be selected for the Services list **Most Voted**
* D. An Applies when condition must be created for each Service

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

C (100%)

Question #127*Topic 1*

If an HR Document must be manually generated for an HR Case, who is able to generate the document from the Case record?

* A. Only an HR Admin can generate Documents from a Case
* B. Any HR professional can generate the Document, even if they are not assigned to the Case
* C. Only the assigned to person can manually generate Documents from a Case **Most Voted**
* D. Only the Manager of the assignment group can generate the Document

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

C (100%)

Question #128*Topic 1*

What role is required at a minimum, to access the Lifecycle Events Cases View Dashboard?

* A. HR Basic [sn\_hr\_core basic]
* B. HR Case Reader [sn\_hr\_le.case\_reader] **Most Voted**
* C. LE Admin [sn\_hr\_le.admin]
* D. HR Admin [sn\_hr\_core.admin]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

B (75%)

C (25%)

Question #129*Topic 1*

Using the Lifecycle Event Enterprise application, tasks may only be assigned to... (Choose the most appropriate answer.)

* A. Only users with a Client Role
* B. Only users with an HR role
* C. HR Case Workers. Employees, users in other groups
* D. Only users with the Manager role

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

Question #130*Topic 1*

What identifies data from HRSD to push to a third-party HR application?

* A. HR Inbound Schema Mapping
* B. HR Outbound Schema Mapping **Most Voted**
* C. HR Webservices
* D. HR Service Mapping

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

B (100%)

Question #131*Topic 1*

When configuring the Onboarding Lifecycle Event, the HR Admin did not select an Audience for the 'Select a Desk' task. If a remote employee is being onboarded. how does the system handle this task?

* A. The Lifecycle Event rescind process will be triggered
* B. The activity will be skipped
* C. The Lifecycle Event will be canceled
* D. The activity will be triggered and must be manually closed **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

D (100%)

Question #132*Topic 1*

When configuring a record on the COE ACL Configuration module how can you apply the conditions to all HR services for the COE?

* A. Add a filter condition for each HR service
* B. Select the Applies to all services box **Most Voted**
* C. Write a new ACL record for each HR service
* D. Select each HR service using the Services list

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

B (100%)

Question #133*Topic 1*

If you have both Admin [admin] and HR Admin [sn\_hr\_core.admin] roles and want to configure an Access Control Rule for the HR Payroll table, which of the following must first be done?

* A. Manually add the Delegated Developer role to your User record
* B. Manually add the security\_admin role to your User record
* C. From the User dropdown in the banner, elevate your role to delegated\_developer
* D. From the User dropdown in the banner, elevate your role to security\_admin **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

D (86%)

14%

Question #134*Topic 1*

The customer has a group of developers who will be tasked with making subprod updates to the HR Integrations application. Customer policy states these developers cannot be granted the System Administrator [admin] role. Which of these is the best solution for granting the appropriate access needed to complete development work m the HR application?

* A. Grant them delegated developer role to the global application scope
* B. Advise the customer this work must be completed in Production
* C. Grant them delegated developer role only to the HR Integrations application scope
* D. Submit an exception request to allow them to have the Admin role

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

Question #135*Topic 1*

When an employee contacts HR, they speak in terms of lifecycle events. From an HR perspective, that event gets translated into several HR services that need to be performed. Of the following items, which would be considered a lifecycle event?

* A. Direct Deposit Setup
* B. Having a baby **Most Voted**
* C. PTO Inquiry
* D. Tuition Reimbursement

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

B (100%)

Question #136*Topic 1*

All ServiceNow web traffic uses which data protocol to ensure data is always TLS encrypted in transit.

* A. REST protocol
* B. HTTP
* C. SOAP protocol
* D. HTTPS

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

Question #137*Topic 1*

Scenario: Alex is a member of the HR Tier 1 group which grants him the HR Basic [sn\_hr\_core.basic] role. He is going to be out of the office for a few days and wants to use granular delegation to allow his friend Amy to complete his tasks. Amy is not yet a member of any HR groups, but hopes to transfer into HR one day. Will granular delegation work for this purpose?

* A. Yes. Granular delegation will automatically grant the necessary roles
* B. Yes. Granular delegation will automatically add Amy to the HR Tier 1 group where she will inherit the role.
* C. Partially. Granular delegation will allow Amy access to the HR Tasks, but not to the HR Case itself.
* D. No. Granular delegation does not change a delegate's access to records. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

D (100%)

Question #138*Topic 1*

Which Lifecycle Event activity type enables you to manage the dependencies or order of activities within an activity set?

* A. Approval
* B. Notification
* C. Activity container **Most Voted**
* D. Employee task

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

C (100%)

Question #139*Topic 1*

If all Can Edit Journey permissions are selected on the Journey configuration, which of the following users are allowed to make changes to the existing Journey? (Choose two.)

* A. The journey owner **Most Voted**
* B. The employee
* C. The mentor **Most Voted**
* D. The admin

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**Correct Answer:** *AC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

AC (100%)

Question #140*Topic 1*

Lifecycle Events includes an activity set that can be used to cancel and revert work done in a lifecycle event case. What is this process called?

* A. Reverse
* B. Cancel
* C. Repeal
* D. Rescind **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

D (100%)

Question #141*Topic 1*

When configuring a Lifecycle Event, which of the following is used to define the relationships between fields in various tables?

* A. Trigger conditions
* B. LE Properties
* C. Activity Field Mapping **Most Voted**
* D. HR Templates

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

C (100%)

Question #142*Topic 1*

Which of the following features allows employees to delegate their tasks to other employees for specific date and time ranges based on delegation rules?

* A. Role Delegation
* B. Admin Delegation
* C. Granular Delegation **Most Voted**
* D. Task Delegation

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

C (100%)

Question #143*Topic 1*

What is the purpose of Journey designer?

* A. It tracks the progress of Lifecycle Events and onboarding cases using the dashboards.
* B. It creates templates for plan and to-do tasks that managers, employees, and mentors can access.
* C. It manages the dependencies of activities within an activity set.
* D. It combines Lifecycle Event cases and Journey Accelerator action plans. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/6/)

*Community vote distribution*

D (100%)

Question #144*Topic 1*

Which Security control option uses the context of the data within the record to grant and/or restrict access?

* A. Access Control Level
* B. Platform Access
* C. Scoped Application
* D. User Authentication

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**Correct Answer:** *A*

Question #145*Topic 1*

Which HRSD application automates and streamlines employee onboarding and other activities across departments?

* A. Lifecycle Events **Most Voted**
* B. Employee Center
* C. HR Performance Analytics
* D. HR Integrations

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

A (100%)

Question #146*Topic 1*

What are the functions of a journey template owner? (Choose three.)

* A. Manage the order and flow of the journey stages and tasks **Most Voted**
* B. Create task templates for their audience in a simple, user-friendly experience **Most Voted**
* C. Add owners and approvers to journey configurations
* D. Change only the task templates that they own **Most Voted**
* E. Maintain oversight of journey templates and approval flows

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**Correct Answer:** *BCD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

ABD (100%)

Question #147*Topic 1*

What variable type is included to configure the HTML document template?

* A. Customized Variable **Most Voted**
* B. Label Variable
* C. Multi Row Variable
* D. Masked Variable

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

A (100%)

Question #148*Topic 1*

Which plugin when paired with HRSD, delivers storage space, filing system, and functionality to purge and retrieve documents?

* A. Employee Journey Management
* B. Employee Document Management **Most Voted**
* C. Employee Document Enterprise
* D. Document Keeper

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

B (100%)

Question #149*Topic 1*

What is the minimum role required to view confidential data associated with the HR Profile?

* A. HR Administrator [sn\_hr\_core.admin]
* B. Employee Service Center Admin [sn\_hr\_sp.admin]
* C. HR basic [sn\_hr\_core.basic]
* D. HR profile viewer [sn\_hr\_core.profile\_reader] **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

D (100%)

Question #150*Topic 1*

Which ServiceNow feature is used to create pulse surveys?

* A. Employee Forums
* B. Learning Posts
* C. Listening Posts **Most Voted**
* D. Employee Forms

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

C (100%)

Question #151*Topic 1*

What is the role of Trigger conditions in activity sets?

* A. It defines specific employees to the activity set targets.
* B. It defines when the activity set should be initiated.
* C. It defines order number for the activity set.
* D. It defines the relationships between fields in various tables.

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

Question #152*Topic 1*

Which plugin is recommended when upgrading from the global version of HR to the scoped version?

* A. Human Resources Scoped App: Employee Relations [com.sn\_hr\_employee\_relations]
* B. Human Resources Scoped App: Data Migration [com.sn\_hr\_migration] **Most Voted**
* C. Human Resources Scoped App: Lifecycle Events [com.sn\_hr\_lifecycle\_events]
* D. Human Resources Scoped App: Integrations [com.sn\_hr\_integrations]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

B (100%)

Question #153*Topic 1*

Which portal allows employees to submit ethical violation complaints?

* A. Lifecycle Events
* B. HR Performance Analytics
* C. Employee Center
* D. HR Integrations

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

Question #154*Topic 1*

When creating a new Lifecycle Event activity set, what happens when the audience field is set as empty?

* A. The activity set applies to all employees. **Most Voted**
* B. The activity set applies for a specific group of people.
* C. The activity set will not apply to a specific group of people.
* D. The activity set will not apply to any employees.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

A (100%)

Question #155*Topic 1*

Which base instance application delivers the results of current state metrics?

* A. HR Integrations
* B. Employee Center
* C. HR Dashboards and Reports **Most Voted**
* D. Performance Analytics

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

C (100%)

Question #156*Topic 1*

After an HRSD implementation, what capabilities exist for a System Administrator attempting to impersonate an HR member once the HR Admin role has been removed? (Choose two.)

* A. System Admin can grant scoped HR roles.
* B. System Admin can view HR Cases and confidential profile information.
* C. System Admin cannot grant scoped HR roles.
* D. System Admin cannot view HR Cases and confidential profile information.

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**Correct Answer:** *CD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

Question #157*Topic 1*

Which application delivers employees an omni-channel learning experience to enable timely access to the correct learning?

* A. Document Templates
* B. Manager Hub
* C. Employee Relations
* D. Learning Posts **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

D (100%)

Question #158*Topic 1*

If an HR Service needs to be accessible to employees on the Employee Center, which field must be completed on the HR Service record?

* A. Record Producer **Most Voted**
* B. Taxonomy Topic
* C. Catalog item
* D. Checklist

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

A (100%)

Question #159*Topic 1*

What is the purpose of Journey designer?

* A. It tracks the progress of Lifecycle Events and onboarding cases using the dashboards.
* B. It passes information from the lifecycle event case to a child case or task
* C. It manages the dependencies of activities within an activity set.
* D. It combines Lifecycle Event cases and Journey Accelerator action plans. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

D (100%)

Question #160*Topic 1*

Which HRSD application synchronizes ServiceNow with external HR systems?

* A. HR Integrations
* B. Core HR Application
* C. Lifecycle Events
* D. Employee Center Pro

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

Question #161*Topic 1*

Which content delivery feature will allow a user to deliver messages to employees and invite them to a meeting where survey results will be shared?

* A. Campaigns **Most Voted**
* B. Journey Accelerator
* C. Scheduling
* D. Listening Posts

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

A (100%)

Question #162*Topic 1*

Which learning task template field allows creation of the short description and description in one or more languages?

* A. Language Table
* B. Description Template
* C. Additional fields
* D. Global descriptions for translations **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

D (100%)

Question #163*Topic 1*

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

* A. Article Versions related list
* B. Translated Versions related list **Most Voted**
* C. Localization list
* D. Dynamic translations list

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

B (100%)

Question #164*Topic 1*

Which base instance application delivers the results of current state metrics?

* A. Employee Center
* B. Performance Analytics
* C. HR Reports **Most Voted**
* D. HR Integrations

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

C (100%)

Question #165*Topic 1*

Which scoped table is an extension of the Task table and allow only users with approved roles to access it?

* A. Human Resources Scoped App integrations [com.sn\_nr\_mtegrations]
* B. Knowledge Management Advanced Installer [com.snc.knowledge\_advanced.installer]
* C. HR Core Case [sn\_hr\_core\_case]
* D. Project Portfolio Suite [com.snc.project\_portfolio\_suite]

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

Question #166*Topic 1*

Which feature prevents editing or purging of employee documents based on an HR Profile?

* A. Retention Policy
* B. Legal Holds **Most Voted**
* C. Security Policy
* D. Topic Detail

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

B (100%)

Question #167*Topic 1*

Which field on the Knowledge form categorizes the Knowledge record within the Knowledge base?

* A. Category picker
* B. Knowledge taxonomy
* C. Article organizer
* D. Topic categories related list

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

Question #168*Topic 1*

In terms of bulk cases what Status label is given to a User that no longer matches the criteria defined in User Segments?

* A. Duplicate
* B. Inactive
* C. Included
* D. Excluded **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/7/)

*Community vote distribution*

D (100%)

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Question #169*Topic 1*

What type of information does the HR Profile contain?

* A. Employee relations cases
* B. Employee skills
* C. Personal employee data
* D. User ID and department information

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #170*Topic 1*

What happens when a cross-scope attempt is executed?

* A. The record is automatically added to the Restricted Caller Access Privileges table **Most Voted**
* B. The record is automatically set to caller tracking
* C. The Read record status is set to requested before the system will allow the script to run
* D. The record status is automatically set to allowed

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

A (80%)

C (20%)

Question #171*Topic 1*

What are the advantages of removing the HR Admin role from the system Admin role after the HR Implementation tasks have been completed? (Choose two.)

* A. Confidential HR data is only accessible to users with an HR role
* B. HR has control over further HR configurations
* C. System Admin can still grant scoped HR roles
* D. System admin can view HR Cases and confidential profile information

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**Correct Answer:** *AB* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #172*Topic 1*

What are the functions of a journey template owner? (Choose three.)

* A. Restrict inter-departmental transfer of sensitive case details
* B. Manage the order and flow of the journey stages and tasks **Most Voted**
* C. Create task templates for their audience in a simple user-friendly experience
* D. Message new hire to welcome them to the team **Most Voted**
* E. Change only the task templates that they own **Most Voted**

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**Correct Answer:** *BCE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

BCE (50%)

BDE (50%)

Question #173*Topic 1*

What are the configurations for the activity set that is triggered by a date field to not trigger if the date field is empty?

* A. All activity sets must trigger
* B. Enable Rescind link
* C. Add a script to the activity set definition
* D. Select the ignore empty date box.

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

D (100%)

Question #174*Topic 1*

What does the template field referenced on the HR Service record do?

* A. Populate fields on a Journey task
* B. Populate responses for HR agents
* C. Populate fields on the HR Profile
* D. Populate fields on the HR Case record **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

D (100%)

Question #175*Topic 1*

Which option allows a user to make a copy of a campaign?

* A. User Campaign
* B. Copy Campaign
* C. Update Campaign
* D. Clone Campaign

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #176*Topic 1*

As part of the implementation for an HR Enterprise customer, a new Lifecycle Event for a leave of absence was created. What additional item must be configured in order to initiate the leave of absence Lifecycle Event process for an employee?

* A. An assignment rule
* B. A new HR Case
* C. An acceptance from an HR Agent
* D. An HR service

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #177*Topic 1*

If the customer has enabled Lifecycle Enterprise, in which Application Scope should they create new Lifecycle Events that will task teams throughout their organization?

* A. Human Resources Scoped App: Integrations
* B. Human Resources: Service Portal
* C. Human Resources: Lifecycle Enterprise
* D. Human Resources: Core

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #178*Topic 1*

Which of the following applications allow administrators to create templates that enable managers to develop transition plans for employees?

* A. Lifecycle Events
* B. Workflows
* C. Journey Accelerator
* D. Flow Designer

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #179*Topic 1*

The customer you are implementing has purchased HR Service Delivery Enterprise which includes Enterprise Onboarding and Transitions.  
  
Which of the following plugins must be activated to enable Lifecycle Events?

* A. Employee Document Management [com.sn\_employee\_document\_management]
* B. Employee Center [com.sn\_hr\_service\_portal]
* C. Human Resources Scoped App: Core [com.sn\_hr\_core]
* D. Human Resources Scoped App: Lifecycle Events for Enterprise [com.sn\_hr\_lifecycle\_ent]

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #180*Topic 1*

Which HRSD application limits agent tasking only within the HR department?

* A. Lifecycle Events
* B. HR Performance Analytics
* C. Lifecycle Events for Enterprise
* D. Employee Center

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #181*Topic 1*

What method is used to set policies that determines how long documents are retained and who is covered?

* A. Create a new policy trough COE Security
* B. Create a new policy using ACLs
* C. Go through Employee Documents > Document Type
* D. Go through HR Service Template > Document Type

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #182*Topic 1*

Which ServiceNow security feature allows access to applications and modules?

* A. Scoped Application
* B. Roles
* C. Simple Security
* D. User Authentication

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #183*Topic 1*

When testing a lifecycle event, you deselected certain cards. When running the test, what does the system do with the activities that were deselected?

* A. The activity wit be skipped for all future lifecycle events
* B. The activity will be created and automatically cancelled for the test
* C. The activity will be created and must be manually closed for the test
* D. The activity will be skipped for the test

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #184*Topic 1*

Which plugin allows agent tasking only within the HR department?

* A. Human Resources Scoped App: Integrations [com.sn\_hr\_integrations]
* B. Human Resources Scoped App: Lifecycle Events [com.sn\_hr\_lifecycle\_events]
* C. Human Resources Scoped App: Lifecycle Events for Enterprise [com.sn\_hr\_lifecycle\_ent]
* D. Human Resources Scoped App: Employee Relations [com.sn\_hr\_employee\_relations]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #185*Topic 1*

Which feature enables agents to have discussions about their work in the Next Experience user interface?

* A. Work Notes
* B. Sidebar overview **Most Voted**
* C. Connect Chat
* D. Scheduling

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

B (100%)

Question #186*Topic 1*

What role, at a minimum, is required to configure an HR integration source?

* A. HR Manager [sn\_hr\_core.manager]
* B. Integrations Admin [sn\_hr\_integrations.admin]
* C. HR Admin [sn\_hr\_core.admin]
* D. HR Basic [sn\_hr\_core.basic]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #187*Topic 1*

Which application is used to analyze trends, patterns, and data on the Team Insights page?

* A. Manager Hub **Most Voted**
* B. HR Integrations
* C. Employee Center
* D. Lifecycle Events

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

*Community vote distribution*

A (100%)

Question #188*Topic 1*

Which feature allows HR Administrators to define when surveys are sent?

* A. Survey Designer
* B. Assessments
* C. Listening Posts
* D. Trigger Conditions

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #189*Topic 1*

Which feature of Lifecycle Events will revert an already completed activity such as the workplace setup?

* A. Rescind Activity Set
* B. Rescind Hire
* C. Undo Activities
* D. Activity Container

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #190*Topic 1*

The HR Integrations application works very similarly to any other integration in the ServiceNow platform, however its application scope only allows users with the appropriate HR roles to access its information. In which Application Scope is HR Integrations?

* A. Restricted Caller Access
* B. Openframe Integration App
* C. Human Resources: Integrations
* D. Human Resources: Core

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #191*Topic 1*

Which module allows administrators to restrict access to specific HR Services without creating ACL records?

* A. Client-Side Masking
* B. COE Security Configuration
* C. Prevent access to tables
* D. COE Encryption

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #192*Topic 1*

If Advanced is selected for an Activity Set Trigger Condition, what additional field(s) become visible?

* A. Activity Type
* B. Trigger script
* C. Date offset type
* D. Activity set dependencies

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/8/)

Question #193*Topic 1*

Which feature allows a user to transfer tasks related to Employee Relocation Approvals to another user?

* A. Audience
* B. Roles and Groups
* C. Granular Delegation
* D. Rescind Activity Set

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/9/)

Question #194*Topic 1*

Which application is used to send prompts to managers and employees in their flow of work?

* A. HR Performance Analytics
* B. Proactive Prompts **Most Voted**
* C. Lifecycle Events
* D. HR integrations

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/9/)

*Community vote distribution*

B (100%)

Question #195*Topic 1*

How are conditions applied to all HR services when configuring a record on the COE Security Configuration module?

* A. Select the 'Applies to all services' box
* B. Write a new ACL record for each HR service
* C. Add a filter condition for each HR service
* D. Select each HR service using the services list

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/9/)

Question #196*Topic 1*

Which content delivery feature will allow a user to deliver messages to employees to encourage them to complete their assigned surveys, track survey completions, and invite them to a meeting where survey results will be shared?

* A. Lifecycle Events
* B. Campaigns
* C. Journey Accelerator
* D. Leaning Posts

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/9/)

Question #197*Topic 1*

When using Agent workspace for Case Management, how can the maximum default size of 30MB for an Employee Document be changed?

* A. Using the maximum file upload size in megabytes Security policy
* B. Using the file upload size system property
* C. Using the maximum file upload size in megabytes field in the Employee Document Properties **Most Voted**
* D. Using the maximum file upload size business rule

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-hr/view/9/)

*Community vote distribution*

C (100%)