

# CIS-HR<sup>Q&As</sup>

Certified Implementation Specialist-Human Resource

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**QUESTION 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

Correct Answer: D

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**QUESTION 2**

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
- D. The Document field on the PDF Template Mappings record

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/task/PDFTemplate.html>

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**QUESTION 3**

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
- D. Caller Allowed

Correct Answer: C

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**QUESTION 4**

What does ServiceNow now call the HR application?

- A. HRDS - HR Deliver Service
- B. HRSM - HR Service Management
- C. HRMS - HR Management System
- D. HRSD - HR Service Delivery

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/concept/hr-service-delivery.html>

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#### **QUESTION 5**

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
- C. Using the Case Options field on the HR Service
- D. Using the HR Criteria module

Correct Answer: B

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