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QUESTION 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
- C. a digital key
- D. a digital certificate

Correct Answer: B

QUESTION 2

What kind of records do HR Requests create?

- A. HR Incidents
- B. HR Files
- C. HR Problems
- D. HR Cases

Correct Answer: D

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

QUESTION 3

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.

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html

QUESTION 4

How is the HR template associated with an HR service?

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

Correct Answer: D

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

QUESTION 5

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

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources-global/concept/c_UseAssignmentRules-global.html

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