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QUESTION 1

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Correct Answer: ACE

QUESTION 2

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

- A. Self Service Module
- B. Application Navigator
- C. Service Desk Homepage
- D. Favorites

Correct Answer: B

QUESTION 3

What icon do you use to change the label on a Favorite?

- A. Clock
- B. Hamburger
- C. Pencil
- D. Three dots
- E. Triangle.
- F. Star

Correct Answer: C

Reference: https://support.servicenow.com/kb?id=kb_article_viewandsysparm_article=KB0781451

QUESTION 4

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Request + Response
- B. Save + Update
- C. Write + Read
- D. Submit + Query
- E. Insert + Verify

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-script-best-practices.html>

QUESTION 5

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Correct Answer: A

QUESTION 6

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

Correct Answer: A

QUESTION 7

What are the three permission requirements that must evaluate to true for an access control rule to apply?

Choose 3 answers

A. Conditions

B. table.

C. Roles

D. Script

E. table."

F. table.none

Correct Answer: CDE

QUESTION 8

Here is an example of the criteria set for a knowledge base:

*

Companies: ACME North America

*

Department: HR

*

Groups: ACME Manager

*

Match All: Yes

In this example, what users would have access to this knowledge base?

A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America

B. Employees of ACME North America, who are members of HR Department or the ACME Manager group

C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group

D. Member of the ACME Manager group, and HR department, regardless of geography

Correct Answer: A

QUESTION 9

Who would you describe the relationship between the incident and Task table?

- A. Incident table has a many to many relationship with the Task table.
- B. Incident table has a one to much relationship with the Task table.
- C. Incident table is extended from task table.
- D. incident table is related to the Task table via the INC number
- E. incident table is a database view of the Task table

Correct Answer: C

QUESTION 10

What setting allows users to view a Knowledge Base article even if the are not logged in?

- A. The View All setting
- B. The Allow role
- C. The ESS role
- D. The Public setting

Correct Answer: D

QUESTION 11

Data Policy can enforce mandatory data on import.

- A. True
- B. False

Correct Answer: A

QUESTION 12

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident

D. Work, Caller, Timecard

Correct Answer: C

Reference: <https://www.basicoservicenowlearning.in/2019/12/create-table-in-servicenow.html>

QUESTION 13

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Correct Answer: D

QUESTION 14

Which type of ServiceNow script runs on the web browser?

- A. Server script
- B. Local script
- C. Database script
- D. Client script

Correct Answer: D

QUESTION 15

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Correct Answer: C