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QUESTION 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
- C. Client Roles are automatically added with Group membership
- D. When a User record is created for the employee

Correct Answer: B

QUESTION 2

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.

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/servicecatalog-management/task/t_CreateAUserCriteriaRecord.html

QUESTION 3

The Enterprise Service Management Integrations framework contains common components to be used for integrating HR applications with third-party systems.

Which capability does the Enterprise Service Management Integrations framework leverage to communicate with external instances and third-party systems?

- A. Integration designer
- B. Flow designer
- C. Design Hub
- D. Mobile designer

Correct Answer: B

QUESTION 4

How many User Criteria Records may be applied to a single KB or KB Article?

- A. Only two
- B. Only three
- C. Unlimited
- D. Only one

Correct Answer: A

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924

QUESTION 5

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

Correct Answer: B

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