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QUESTION 1

Which field on the incident table automatically tracks the TOTAL elapsed time between when an incident is created until the time it is resolved?

- A. Duration [calendar_duration]
- B. Business Duration [business_duration]
- C. Business Resolve Time [business_stc]
- D. Resolve Time [calendar_stc]

Correct Answer: A

QUESTION 2

Which platform feature is used to determine whether an incident meets the conditions for First Call Resolution?

- A. Business Rule
- B. First Call Resolution field
- C. Benchmark
- D. Metric

Correct Answer: D

QUESTION 3

In the baseline configuration, which role can re-assess a completed or canceled problem task?

- A. problem_task_analyst
- B. problem_coordinator
- C. itil
- D. itil_admin

Correct Answer: B

QUESTION 4

A Knowledge Article can be associated with multiple Knowledge Bases.

- A. True

B. False

Correct Answer: B

A knowledge article can be associated with only one knowledge base.

QUESTION 5

Which of the following roles can maintain user criteria?

A. user_criteria_admin

B. None of the listed answers

C. catalog_admin

D. itil_admin

Correct Answer: A

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