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QUESTION 1

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

A. Can Read

B. Can Write

C. Can Contribute

D. Can Author

E. Cannot Author

Correct Answer: C

QUESTION 2

In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

A. personal ize.control

B. personal_list

C. ul_page_admin

D. ui_action_admin

Correct Answer: A

QUESTION 3

What is a formatter? Select one of the following.

A. A formatter allows you to configure applications on your instance

B. A formatter is a form element used to display information that is not a field in the record

C. A formatter allows you to populate fields automatically

D. A formatter is a set of conditions applied to a table to help find and work with data

Correct Answer: B

QUESTION 4

What is the best practice related to using the Default Update Set for moving customizations between instances?

A. Merge Default update sets before moving between instances

B. Submit Default update set to application repository

C. You should not use the Default Update sets for moving between instances

D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/reference/default-update-sets.html

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QUESTION 5

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?

Choose 4 answers

A. Submit KB Errata

B. Add Comments

C. CC Click frowning icon

D. Tag as Helpful

E. Flag Article

F. Rate with Stars

Correct Answer: BDEF

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