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QUESTION 1

If you wanted someone to administer the Employee Service Center without granting them the HR Admin role, which scoped Admin role would they need?

- A. Service Portal Admin [sn_hr_sp.admin]
- B. Widget Admin [sn_hr_widget.admin]
- C. Employee Files Admin [sn_hr_ef.admin]
- D. Integrations Admin [sn_hr_integrations.admin]

Correct Answer: A

QUESTION 2

HR Administrators can configure a personal copy of the HR Case Dashboard using which of the following buttons? (Choose two.)

- A. Change Layout
- B. Delete Content
- C. Modify Layout
- D. Add Content
- E. Add Layout

Correct Answer: AD

QUESTION 3

Which module provides a user-friendly interface new HR Skills and assigning HR skills to members of the HR department?

- A. Skills Routing
- B. Skills Management
- C. Manage HR Skills
- D. Skills Definition

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/task/t_AssignHRSkillsToUsers.html

QUESTION 4

What kinds of records can be created using HR Service Activities? (Choose two.)

- A. Workflows
- B. Approvals
- C. HR Templates
- D. Tasks

Correct Answer: BD

QUESTION 5

When using the Generate HR Profiles module to create HR Profiles, what field must be completed to ensure the employees are granted the appropriate Client Role?

- A. Employment type
- B. Profile type
- C. Employee type
- D. User type

Correct Answer: A

QUESTION 6

If both the Knowledge Base and the KB article have no "Can Read" User Criteria, what role is required to read the article?

- A. HR Basic [sn_hr_core.basic]
- B. HR Manager [sn_hr_core.manager]
- C. No role is needed
- D. HR Admin [sn_hr_core.admin]

Correct Answer: C

QUESTION 7

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 8

In the HR Guided Setup Module, the Configuration View displays which of the following for a Category? (Choose three.)

- A. Properties
- B. Gauges
- C. Dashboards
- D. Lists
- E. Overviews
- F. Forms

Correct Answer: ADF

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

QUESTION 9

What are the key differentiators between an HR Profile record and a User record? (Choose three.)

- A. The HR Profile stores the employee's assigned delegates.
- B. The HR Profile includes group membership information.
- C. The HR Profile includes employee organizational information like Colleagues.
- D. The HR Profile stores login credential information.
- E. The HR Profile may include employee marital status.
- F. The HR Profile is intended to store confidential employee data that is pertinent for HR.

Correct Answer: AEF

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/concept/c_HRProfileRecords.html

QUESTION 10

Which of the following are predefined Dashboards that are installed with HR Case Management? (Choose three.)

- A. Manager Dashboard
- B. Overview
- C. Workforce Administration Dashboard
- D. Onboarding Dashboard
- E. Employee Relations Cases Dashboard
- F. HR Case Dashboard

Correct Answer: ABD

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

QUESTION 11

When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment.

Why?

- A. It indicates who should sign the document
- B. It indicates who generated the document
- C. It indicates the Opened for user
- D. It indicates who the document is about

Correct Answer: B

QUESTION 12

What role is required to assign scoped HR roles?

- A. HR Admin [sn_hr_core.admin]
- B. HR Manager [sn_hr_core.manager]
- C. LE Admin [sn_hr_le.admin]
- D. HR Basic [sn_hr_core.basic]

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service->

[delivery/page/product/humanresources/concept/c_ManageRoles.html](#)

QUESTION 13

What is used to create a link on an HR Case form that accesses information outside the application?

- A. HR Service
- B. Link Generator
- C. Restricted Caller Access
- D. COE Configuration

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/concept/HRLinkGenerator.html>

QUESTION 14

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 15

What is the difference between a configuration and a customization?

- A. Configuration uses complex JavaScript while Customization involves field name changes and new buttons.
- B. There is no difference between Configuration and Customization.
- C. Customization uses the built-in tools in the platform while Configuration involves code changes.
- D. Configuration uses the built-in tools in the platform while Customization involves code changes.

Correct Answer: D

Reference: <https://community.servicenow.com/community?>

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