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QUESTION 1

A company represents their customers as Accounts that have an External ID field called Customer_Number__c. They have a custom Order (Order__c) object, with a Lookup to Account, to represent Orders that are placed in their external order management system (OMS). When an order is fulfilled in the OMS, a REST call to Salesforce should be made that creates an Order record in Salesforce and relates it to the proper Account.

What is the optimal way to implement this?

A. Perform a REST GET on the Account and a REST POST to update the Order__c with the Account\\'s record ID.

B. Perform a REST PATCH to upsert the Order__c and specify the Account\\'s Customer_Number__c in it.

C. Perform a REST POST to update the Order__c and specify the Account\\'s Customer_Number__c in it.

D. Perform a REST GET on the Account and a REST PATCH to upsert the Order__c with the Account\\'s record ID.

Correct Answer: B

QUESTION 2

Which table does the "Knowledge Base" table extend from?

A. task

B. None of the listed answers

C. kb_knowledge_core

D. kb_knowledge

Correct Answer: B

Knowledge Base table doesn\\'t extend from any other table.

QUESTION 3

When the Caller field is populated on the incident form, the user can click on the reference icon to see fields on the User table.

If no sys-popup view is defined for the User table, which view is used instead?

A. reference_view

B. itil

C. user_popup

D. default

Correct Answer: D

QUESTION 4

Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes.

How can an administrator meet this requirement?

A. Create a new profile and role for the subset of users with the View All Data permission.

B. Create a permission set with the View All Data permission for the subset of users.

C. Enable the View All Data permission for the roles of the subset of users.

D. Assign delegated administration to the subset of users to View All Data.

Correct Answer: B

QUESTION 5

Which of the following statements is true when the Change Management ?Risk Assessment plugin is enabled?

A. Both the Risk Calculator and Risk Assessment are used to determine risk for a change

B. Risk is automatically calculated on update of a change

C. Risk Assessment replaces the Risk Calculator to determine risk for a change

D. A Risk Assessment is required for all normal and emergency changes

Correct Answer: A

QUESTION 6

Which of the following ways can be used to detect problems? (Choose all that apply.)

A. Top-down problem detection

B. Reactive problem detection

C. Proactive problem detection

D. Bottom-up problem detection

E. Third-party integrations

Correct Answer: BCE

QUESTION 7

On an incident, which of the following conditions will trigger the Reopen Count field value to be incremented?

A. Submission of an incident by the same Caller with an identical short description

B. Assignment group changes from Service Desk to Software Group

C. Update to an associated problem record

D. State changes from Resolved to On Hold

Correct Answer: D

QUESTION 8

From a data model perspective, which table is the base class for the configuration management database?

A. Asset [asset]

B. Configuration Item [cmdb_ci]

C. Base Configuration Item [cmdb]

D. Base Item [cmdb_base_item]

Correct Answer: C

QUESTION 9

Which of the following roles can update change type?

A. itil_admin

B. itil

C. None of the listed answers

D. change_manager

Correct Answer: C

Once a change is created, it is not possible to change the change type.

QUESTION 10

On the Change Record form, the Process Flow Formatter is used to _____.

A. Visually depict the Change Workflow

B. Configure the Change Management lifecycle

C. Show State history of a Change

D. Show the current State of Change

Correct Answer: A

QUESTION 11

A user has a profile with read-only permissions for the case object.

How can the user be granted edit permission for cases?

A. Create a permission set with edit permissions for the case object.

B. Create a sharing rule on the case object with read/write level of access.

C. Create a public group with edit permissions for the case object.

D. Add the user in a role hierarchy above users with edit permissions on the case object.

Correct Answer: A

QUESTION 12

Which of the following defines the approvals that should be applied to a change request?

A. Change approval policy

B. Change approval business rules

C. Change approval script includes

D. Change approval UI actions

Correct Answer: A

QUESTION 13

Which of the following ITIL terms refers to the cause of one or more incidents that is typically unknown at the time of detection?

A. Problem

B. Unknown Error

C. Issue

D. Configuration Item

Correct Answer: A

QUESTION 14

One of the following is NOT a valid option in the "Content type" field in the Content item form.

A. Internal Content

B. KB Article

C. Catalog Content

D. External Content

Correct Answer: A

QUESTION 15

Which table can be used to build a report to see which knowledge articles are no longer viewed by users?

A. kb_feedback

B. kb_use

C. kb_article_statistics

D. kb_knowledge

Correct Answer: B

kb_use table stores a record every time an article is viewed. It is useful to build reports to see which articles are no longer viewed.

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