

# CSA<sup>Q&As</sup>

Certified System Administrator

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**QUESTION 1**

Which features allow you to update multiple records at one time? (Choose two.)

- A. List Editor
- B. Field Update Action
- C. Bulk Record Update
- D. Data Remediation Dashboard
- E. Update Selected Action

Correct Answer: AE

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**QUESTION 2**

What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

Correct Answer: C

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**QUESTION 3**

When using the Data Pill Picker, use which keys to dot-walk (6 fields in other tables)?

- A. Arrows
- B. Plus, Minus
- C. Ctrl c, Ctrl
- D. Ctrl
- E. Shift F4, Shift FS

Correct Answer: A

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**QUESTION 4**

When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

- A. On the list, locate and right click on the value Hardware, select Show Matching
- B. Click Funnel icon, type Hardware and click enter
- C. On the Category column header, right click and select Show > Hardware
- D. Right click on magnifier, type Hardware and click enter
- E. On Breadcrumb, click > icon, type Hardware and click enter

Correct Answer: A

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#### QUESTION 5

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Connect Agent

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/analytics-intelligence-reporting/virtual-agent-rn.html>

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