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QUESTION 1

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 2

An employee in Chicago submits a request using the Employee Service Center. The HR Case template associated with the HR Service defines the Skills needed, but not an Assignment Group.

Using base platform functionality, which of the following is the first step the system takes to assign the Case?

- A. An Assignment Rule creates a list of possible assignees
- B. A Matching Rule assigns the Case to a group
- C. The Case must be manually assigned
- D. An Assignment Rule assigns the Case to a group

Correct Answer: D

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

QUESTION 3

Scenario: An existing ITSM customer is now implementing HR Enterprise. As part of the implementation, the Scoped Application Restricted Caller Access [com.glide.scope.access.restricted_caller] plugin was automatically activated.

By default, what is the Caller Access field set to?

- A. Caller Denial
- B. Caller Tracking
- C. Caller Restriction
- D. Caller Allowed

Correct Answer: C

QUESTION 4

What settings define and track cross-scope access to applications?

- A. Access Controls
- B. Restricted Caller Access
- C. Access Restrictions
- D. Business Rules

Correct Answer: B

QUESTION 5

How can HR Tasks be marked as optional?

- A. Set Optional to True on the HR Task Template
- B. Set Optional to True on the Activity Set
- C. Tasks cannot be optional
- D. Set Optional to True on the HR Case form

Correct Answer: A

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