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QUESTION 1

Why should discussions focus with the end in mind?

- A. To understand desired outcomes
- B. To understand current posture
- C. To understand customer's process
- D. To understand required tools

Correct Answer: A

QUESTION 2

The following term is used to describe any observable occurrence:.

- A. Incident
- B. Log
- C. Ticket
- D. Alert
- E. Event

Correct Answer: E

QUESTION 3

What makes a playbook appear for a Security Incident if using Flow Designer?

- A. Actions defined to create tasks
- B. Trigger set to conditions that match the security incident
- C. Runbook property set to true
- D. Service Criticality set to High

Correct Answer: B

QUESTION 4

Which ServiceNow automation capability extends Flow Designer to integrate business processes with other systems?

- A. Workflow

- B. Orchestration
- C. Subflows
- D. Integration Hub

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/administer/flow-designer/concept/flow-designer.html>

QUESTION 5

Flow Triggers can be based on what? (Choose three.)

- A. Record changes
- B. Schedules
- C. Subflows
- D. Record inserts
- E. Record views

Correct Answer: ABC

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