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QUESTION 1

What is a formatter? Select one of the following.

- A. A formatter allows you to configure applications on your instance
- B. A formatter is a form element used to display information that is not a field in the record
- C. A formatter allows you to populate fields automatically
- D. A formatter is a set of conditions applied to a table to help find and work with data

Correct Answer: B

QUESTION 2

What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Correct Answer: C

QUESTION 3

When working on a form, what is the difference between Insert and Update operations?

- A. Insert creates a new record and Update saves changes, both remain on the form
- B. Insert creates a new record and Update saves changes, both exit the form
- C. Insert saves changes and exits the form, Update saves changes and remains on the form
- D. Insert saves changes and remains on the form, Update saves changes and exits the form

Correct Answer: D

QUESTION 4

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles
- B. Conditional Expressions

C. Assignment Rules

D. Scripts

E. User Criteria

F. Groups

Correct Answer: ABD

QUESTION 5

What is a characteristic of importing data into ServiceNow?

A. An existing Transform Map can be used one time on the same import set

B. Coalesce fields are used only after running Transform

C. Any user can manage and set up import sets

D. An existing Transform Map can be used multiple times on the same import set

Correct Answer: D

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