

## ServiceNow.CSA.v2025-08-07.q124

<b>Exam Code:</b>	CSA
<b>Exam Name:</b>	ServiceNow Certified System Administrator
<b>Certification Provider:</b>	ServiceNow
<b>Free Question Number:</b>	124
<b>Version:</b>	v2025-08-07
<b># of views:</b>	163
<b># of Questions views:</b>	1240
<a href="https://www.exam-tests.com/CSA-exam/ServiceNow.CSA.v2025-08-07.q124.html">https://www.exam-tests.com/CSA-exam/ServiceNow.CSA.v2025-08-07.q124.html</a>	

### NEW QUESTION: 1

What is the most common role that has access to almost all platform features, functions, and data?

- A. Security Admin [security\_admin]
- B. Sys Admin [sys\_admin]
- C. Admin [sn\_admin]
- D. System Administrator [admin]
- E. Base Admin [base\_admin]

**Answer: C (LEAVE A REPLY)**

Reference:

<https://developer.servicenow.com/dev.do#!/guides/quebec/now-platform/glossary/developer-glossary>

### NEW QUESTION: 2

Which of the following statements describes how data is organized in a table?

- A. A column is a field in the database and a record is one user
- B. A column is one field and a record is one row
- C. A column is one field and a record is one column
- D. A column contains data from one user and a record is one set of fields

**Answer: (SHOW ANSWER)**

In ServiceNow (and databases in general), data is stored in tables, which consist of:

Columns (Fields): Represent individual data attributes (e.g., Name, Email, Status).

Rows (Records): Represent individual entries in the table (e.g., a specific Incident or User).

Key Concepts: Table

Columns (Fields)

Rows (Records)

Incident

Number, Caller, Priority, Description

Each unique incident entry

User

Name, Email, Role, Department

Each individual user record

A column represents a single field (data attribute), such as "Priority" or "Short Description." A row represents a record (entry in the table), such as an individual incident or user.

A: A column is a field in the database and a record is one user#Incorrect Records are not limited to users; a record could be an Incident, Change, or any other entry.

C: A column is one field and a record is one column#Incorrect

A record is not a single column; a record consists of multiple fields (columns).

D: A column contains data from one user and a record is one set of fields#Incorrect Columns contain data for all users/records, not just one user.

A record is one row, not just a set of fields.

Why is "B. A column is one field and a record is one row" the Correct Answer? Why the Other Options Are Incorrect?

ServiceNow Docs: Understanding Tables and Fields [https://docs.servicenow.com/en-US/bundle/utah-platform-](https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/metadata/concept/c_TablesAndFields.html)

administration/page/administer/metadata/concept/c\_TablesAndFields.html References from Certified System Administrator (CSA) Documentation:

### NEW QUESTION: 3

Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

A. Assignment [assignment]

B. Service [service]

C. Task [task]

D. Workflow [workflow]

**Answer: C (LEAVE A REPLY)**

### NEW QUESTION: 4

On a filter condition, which component is always a choice list?

A. Operator

B. Filter Criteria

C. Operation

D. Match Criteria

**Answer: C (LEAVE A REPLY)**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c\\_Con](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c_Con)

**NEW QUESTION: 5**

Which application is used to change the number format per table?

- A. System Maintenance
- B. Number Maintenance
- C. Table Maintenance
- D. Record Maintenance

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 6**

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

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 7**

What is specified in an Access Control rule?

- A. Table Schema, CRUD, and User Authentication
- B. Object and Operation being secured; Permissions required to access the object
- C. security\_admin
- D. Groups, Conditional Expressions and Workflows

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 8**

On Access Control Definitions, what are ways you can set the permissions on a Table?

Choose 3 answers

- A. Script that sets the answer variable to true or false
- B. Roles
- C. Groups
- D. CRUD
- E. Conditional Expressions

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 9**

Which element is used to track items not saved with a field, in a record?

- A. Sidebar
- B. List Editor
- C. Activity formatter
- D. Dictionary

**Answer: C ([LEAVE A REPLY](#))**

The Activity Formatter in ServiceNow is a UI element that tracks changes and updates made to a record, including actions not saved directly within a field.

Displays a timeline of record updates, including comments, work notes, and field changes.

Captures system-generated events (such as status changes).

Allows users to view historical activity on a record.

A: Sidebar- The sidebar provides quick access to navigation menus, but does not track unsaved field changes.

B: List Editor- The List Editor allows inline editing of records but does not track changes separately.

D: Dictionary- The Dictionary defines fields and tables but does not track changes made to records.

ServiceNow Activity Formatter

ServiceNow CSA Training Module: "Working with Activity Streams and Record History" Key

Features of the Activity Formatter: Why Other Answers Are Incorrect: References from Certified System Administrator (CSA) Official Documentation:

### NEW QUESTION: 10

Typically, based on Best Practice, which of the following interactions is used to make fields mandatory, read-only, and/or hidden?

A.  Client Scripts

B.  UI Policies

C.  Business Rules

D.  UI Actions

**Answer: B (LEAVE A REPLY)**

UI Policies are the preferred method to dynamically control the visibility, read-only state, or mandatory status of form fields without requiring a page reload.

Best Practice suggests using UI Policies over Client Scripts whenever possible because UI Policies execute on the client side and are easier to manage.

They do not require scripting in most cases and provide a simple rule-based approach.

Explanation of Incorrect Options:

Client Scripts (A) # Used for executing JavaScript logic in the browser, but making fields mandatory or hidden should be done via UI Policies.

Business Rules (C) # Run on the server-side and do not directly affect form fields in real-time.

UI Actions (D) # Used for creating buttons, links, or context menu actions; not for modifying field properties.

Reference:

ServiceNow Docs - UI Policies

### NEW QUESTION: 11

What does ServiceNow recommend as a best practice regarding data imports?

A.  Adjust your Transform maps, after the data is loaded into the target table.

B.  Use extremely large Import Sets, instead of multiple large Import Sets.

C.  Create a new Import set table for each new data load.

- D. Plan time before your import to remove obsolete or inaccurate data.
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

**Answer: ([SHOW ANSWER](#))**

This is a best practice because it reduces the amount of data that needs to be imported, transformed, and stored in ServiceNow, and improves the data quality and performance of the system<sup>1</sup>.

References Import and export resources page

### **NEW QUESTION: 12**

Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite
- C. Tag
- D. Bookmark

**Answer: ([SHOW ANSWER](#))**

In ServiceNow, Favorites allow users to quickly access application menus and modules that they frequently use.

By marking an application menu or module as a favorite, it appears under the Favorites tab in the Application Navigator, making navigation faster and more efficient.

(A) Breadcrumb - Incorrect

Breadcrumbs in ServiceNow show the navigation path within a list view or form.

They help users filter data quickly but do not store shortcuts for quick access.

(B) Favorite - Correct

The Favorite feature in ServiceNow allows users to save frequently used menus and modules for quick access.

Users can add, remove, and reorder favorites for better personalization.

Located in the Application Navigator, favorites appear at the top for easy access.

Favorites can include forms, records, reports, or dashboards.

(C) Tag - Incorrect

Tags are used to organize and categorize records (e.g., incidents, problems, change requests).

Tags help users group related records but do not create direct menu shortcuts.

(D) Bookmark - Incorrect

ServiceNow does not use the term "Bookmark" for quick access to menus and modules.

While users can bookmark URLs in a web browser, this is different from ServiceNow's built-in Favorites feature.

Explanation of Each Option:

Users can customize Favorites by renaming them or selecting an icon for better visibility.

Admins can pre-configure favorites for users based on roles to improve productivity.

Favorites improve user efficiency by reducing the number of clicks needed to reach frequently used items.

ServiceNow Docs: Using Favorites in the Application Navigator

<https://docs.servicenow.com>

ServiceNow Community: Personalizing the Application Navigator with Favorites

<https://community.servicenow.com>

Additional Notes & Best Practices:References from Certified System Administrator (CSA)

Documentation:

### NEW QUESTION: 13

On a form, which type of field has this icon which can be clicked, to show a preview of the associated record?

A screenshot of a ServiceNow incident form. The header shows a back arrow, a menu icon, and the text "Incident INC0010112". The form contains several fields: "Number" with the value "INC0010112", "\* Caller" with the value "survey user" and a search icon, "Category" with the value "Inquiry / Help" and a dropdown arrow, and "Subcategory" with the value "-- None --" and a dropdown arrow. To the right of the "Caller" field, there is a small icon of a document with an information symbol (an 'i' inside a circle), which is highlighted with a red square. A watermark "exam-tests.com" is visible across the form, and the "servicenow" logo is at the bottom.

- A. Preview
- B. Quickview
- C. Reference:
- D. Drilldown
- E. Lookup
- F. Snapshot

**Answer: C** ([LEAVE A REPLY](#))

### NEW QUESTION: 14

How is a group defined in ServiceNow?

- A. A group defines a set of users that share the same job title
- B. A group is one record stored in the Group Type [sys\_user\_group\_type] table
- C. A group is one record stored in the Group [sys\_user\_group] table
- D. A group defines a set of users that share the same location

**Answer: C** ([LEAVE A REPLY](#))

### NEW QUESTION: 15

Which action can be selected to apply pre-defined or custom conditions to filter and generate specified data in the Visualization Designer?

- A. Preview
- B. Try It
- C. Execute
- D. Run

**Answer: A (LEAVE A REPLY)**

In Visualization Designer, used in the Performance Analytics and Reporting space of ServiceNow, the

"Preview" button is used to execute the current visualization setup and show how the filters and conditions apply to your data. This allows the report builder to validate the design without finalizing or publishing it.

\* Try: Not an available action in Visualization Designer.

\* Execute: More related to scripting or automation contexts.

\* Run: Used in reports or scripts but not the specific action in Visualization Designer.

Reference: ServiceNow Docs: Visualization Designer Available from Rome and enhanced in San Diego and later

#### NEW QUESTION: 16

What access does a user need to be able to import articles to a knowledge base?

- A. sn\_knowledge contribute
- B. sn\_knowledge\_import
- C. Can import
- D. Can contribute

**Answer: D (LEAVE A REPLY)**

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam!

BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com CSA exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com CSA dumps with Test Engine here:

<https://www.braindumps.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As

Dumps, **40%OFF Special Discount: Exam-Tests**)

#### NEW QUESTION: 17

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Item Variables
- B. Record Producers, Order Guides, and Catalog Items
- C. Order Guides, Item Variables, and Workflows
- D. Order Guides, Catalog Items, and Workflows

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 18**

What are advantages of using Flow Designer? (Choose three.)

- A. Reduces technical debt
- B. Supports advanced developers
- C. Enables complicated scripting
- D. Smooth integration with 3rd party systems
- E. Less manual scripting

**Answer:** A,D,E ([LEAVE A REPLY](#))

**NEW QUESTION: 19**

When moving a homepage or dashboard between instances, what must you remember?

- A. Create a separate update set for them
- B. They are automatically added to the update set
- C. Manually add them to the update set
- D. They cannot be moved via update set

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 20**

What Service Catalog feature do you use to organize items into logical groups?

- A. Sections
- B. Categories
- C. Variable sets
- D. Catalog items

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 21**

What do you click when you have made modification to your report, and you want to see the results without saving?

- A. Execute
- B. Test
- C. Preview
- D. Try it
- E. Run

**Answer:** E ([LEAVE A REPLY](#))

**NEW QUESTION: 22**

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Manager assignment
- B. Relevancy

- C. Popularity
- D. Number of views
- E. Most recent update

**Answer: B,D,E (LEAVE A REPLY)**

### NEW QUESTION: 23

There are \_\_\_\_\_ common types of Interfaces (Numeric Value)

6: There are six common types of interfaces

- A. Timelines: Used to track tasks or projects
- B. Maps: Display ServiceNow data graphically on a Google map
- C. Homepage: Consists of navigational elements, functional controls, and platform information.
- D. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionality.
- E. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.
- F. Form: Data is entered into ServiceNow through forms

**Answer: F (LEAVE A REPLY)**

### NEW QUESTION: 24

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

**Answer: D (LEAVE A REPLY)**

A Transform Map in ServiceNow is a tool used to define relationships between fields in an import set table and fields in a target table. It helps map incoming data to the appropriate fields within the ServiceNow database when importing data from external sources.

Data is loaded into an Import Set Table.

A Transform Map is created to define how fields from the import set correspond to fields in the target table.

The Transformation Process is executed, applying the mapping rules.

The data is stored in the Target Table with any specified transformations applied.

Supports field mapping, scripted transformations, and coalesce fields (for avoiding duplicate records).

Allows for data cleansing and standardization during the transformation process.

Can be reused for multiple data imports.

A: Transform Schema# No such concept exists in ServiceNow.

B: Schema Map# Provides a visual representation of table relationships but does not define field mappings for imports.

C: Dictionary Map# Used for mapping between dictionary definitions, not for transforming import set data.

E: Field Transformer# Not a ServiceNow tool.

F: Import Designer# No such module in ServiceNow.

Reference:ServiceNow Docs:Import Sets Key Concepts

ServiceNow Docs: Transform Maps

ServiceNow CSA Official Study Materials

### **NEW QUESTION: 25**

When would you use the following steps?

- 1, Homepage Admin > Pages
  2. Right click on Homepage record
  3. Select Unload Portal Page
- A.** To publish a Homepage to the Portal
- B.** To retire a Homepage
- C.** To delete a Homepage
- D.** o To add a Homepage to an update set

**Answer: (SHOW ANSWER)**

In ServiceNow,homepages(classic dashboards) are part of the user experience, and administrators may need tomove them between instancesusing update sets.

Homepage Admin > Pages- This is where homepages are managed.

Right-click on a Homepage record- This brings up additional options.

Select "Unload Portal Page"- This action ensures that the homepage iscaptured in an update set, making it available for export to another instance.

Homepagesdo not automatically get addedto an update set when modified.

The "Unload Portal Page" option forces the homepage to be included in the update set.

This is necessary when moving homepages fromdevelopment to productionenvironments.

A: To publish a Homepage to the Portal- This stepdoes not publisha homepage; it just makes it available for update sets.

B: To retire a Homepage- Retiring a homepage involvesdisablingor removing it, not adding it to an update set.

C: To delete a Homepage- Deleting a homepage is done via the UI but does not require these specific steps.

ServiceNow Update Sets and Homepages

ServiceNow CSA Training Module:"Moving Configuration Changes Between Instances"

Explanation of the Given Steps:Why This Process is Used for Update Sets:Why Other Answers Are Incorrect:

References from Certified System Administrator (CSA) Official Documentation:

**NEW QUESTION: 26**

What are the 6 methods available for user authentication?

- A. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.
- B. Digest Token: An encrypted digest of the user name and password in the user record.
- C. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed
- D. Local Database: The user name and password in their user record in the instance database.
- E. LDAP: The user name and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.
- F. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 27**

What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Merge Default update sets before moving between instances
- B. Submit Default update set to application repository
- C. You should not use the Default Update sets for moving between instances
- D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

**Answer:** C ([LEAVE A REPLY](#))

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/reference/defa>

**NEW QUESTION: 28**

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. sn\_emdb
- B. sn\_emdb\_ci
- C. Ey\_omdb
- D. emdb\_bak
- E. omdb\_ci
- F. sn\_emdb\_bak
- G. omadb\_rel\_ci

**Answer:** C,E,G ([LEAVE A REPLY](#))

**NEW QUESTION: 29**

What section on a task record is used to see the most recent updates made to a record?

- A. Audit Log

- B. Activity Stream
- C. Timeline
- D. Related List

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 30**

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. Role Assignment Rules
- B. CRUD Rules
- C. Scripted User Rules
- D. Access Control Rules
- E. User Authentication Rules

**Answer: ([SHOW ANSWER](#))**

Access Control Rules (ACLs) in ServiceNow define security rules that control user permissions for viewing, creating, updating, and deleting records in the system. These rules ensure that users can only see and interact with the data they are authorized to access.

D: Access Control Rules

ACLs define security restrictions at the field, table, and record level.

These rules use conditions, scripts, and role-based permissions to enforce security.

Example: A user with the *itil* role may view incidents, but only users with the *admin* role can delete them.

A: Role Assignment Rules

ServiceNow assigns roles to users, but roles alone do not define security rules.

ACLs control what users can do, while roles only grant potential access.

B: CRUD Rules

CRUD (Create, Read, Update, Delete) defines permission types, but not security rules.

ACLs enforce CRUD operations based on roles and conditions.

C: Scripted User Rules

No such term as "Scripted User Rules" in ServiceNow security.

Possibly confused with Scripted ACLs, which are part of Access Control Rules.

E: User Authentication Rules

Authentication rules control user login mechanisms (LDAP, SSO, OAuth) but do not define access to data.

ACLs manage data security, while authentication ensures users are who they claim to be.

References: ServiceNow Documentation: Access Control Rules Overview

ServiceNow Developer Guide: Creating and Managing ACLs

**NEW QUESTION: 31**

What types of entities can receive task assignments, in ServiceNow?

Choose 2 answers

- A. Groups
- B. Users
- C. Departments
- D. Teams.

**Answer: A,B (LEAVE A REPLY)**

In ServiceNow, tasks (such as Incidents, Change Requests, and Service Requests) can be assigned to individual users or groups to manage workload distribution efficiently.

A: Groups

Groups in ServiceNow represent a collection of users with common roles or responsibilities. Tasks are often assigned to groups first, allowing any member to take ownership.

Example:

IT Support Group for handling incident tickets.

Change Advisory Board (CAB) for approving changes.

B: Users

Individual users can receive task assignments directly.

Assigned users are responsible for completing or updating the task.

Example:

A specific Service Desk Agent assigned to resolve an incident.

C: Departments

Departments in ServiceNow represent organizational divisions (e.g., HR, IT, Finance), but they do not receive task assignments.

Assignments are made to groups or individuals within departments, not the department itself.

D: Teams

"Teams" is not a structured entity in ServiceNow for task assignments.

While some organizations may informally refer to groups as "teams," the platform recognizes Groups and Users as valid task recipients.

References: Official ServiceNow Documentation: Assigning Tasks

ServiceNow Administration Guide: Users and Groups

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam!

BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com CSA exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com CSA dumps with Test Engine here:

<https://www.braindumpsPass.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As

Dumps, **40%OFF Special Discount: Exam-Tests**)

### NEW QUESTION: 32

The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

- A. Incident Auto-Resolution
- B. Ticket Resolver
- C. Virtual Agent Helper
- D. Web Intelligence

**Answer: A (LEAVE A REPLY)**

The ServiceNow Virtual Agent is an AI-powered chatbot that assists users within a messaging interface (such as Microsoft Teams, Slack, or Service Portal). It helps automate resolutions and guide users through common IT and HR issues.

Incident Auto-Resolution allows Virtual Agent to automatically detect, intercept, and resolve incidents before they reach a human agent.

It applies machine learning (ML) and predefined rules to determine whether a ticket can be resolved through automation.

If an issue matches a known solution, the Virtual Agent provides the resolution steps to the user.

If self-resolution fails, the ticket is escalated to an agent.

It is an official feature in ServiceNow Virtual Agent.

It allows the chatbot to intercept incidents and attempt resolution before escalation.

B: Ticket Resolver #Incorrect

"Ticket Resolver" is not an official ServiceNow feature.

C: Virtual Agent Helper #Incorrect

No feature called "Virtual Agent Helper" exists in ServiceNow.

D: Web Intelligence #Incorrect

Web Intelligence is not related to ServiceNow Virtual Agent.

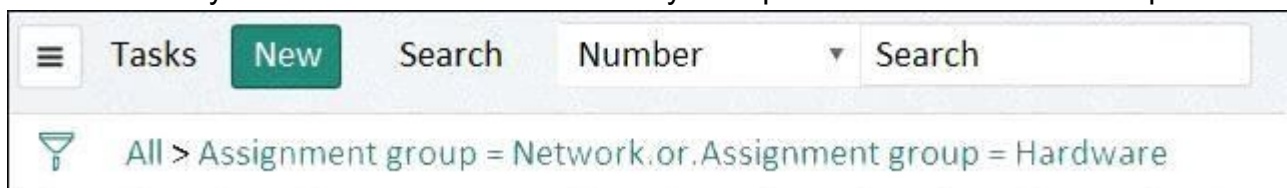
What is Incident Auto-Resolution? Why is "A. Incident Auto-Resolution" the Correct Answer? Why the Other Options Are Incorrect?

ServiceNow Docs: Virtual Agent & Incident Auto-Resolution <https://docs.servicenow.com/en-US/bundle/utah-virtual-agent/page/administer/virtual-agent/concept/incident-auto-resolution.html>

References from Certified System Administrator (CSA) Documentation: This confirms that "Incident Auto-Resolution" is the correct answer, as it allows Virtual Agent to intercept and resolve submitted incidents automatically.

**NEW QUESTION: 33**

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?



- A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- B. The manager does not have the itil role.
- C. The manager is not a member of the Service Desk group.

D. The manager is not a member of the Network and Hardware groups.

E. The Assignment Group manager field is empty.

**Answer: A (LEAVE A REPLY)**

In ServiceNow, the "Service Desk > My Groups Work" module is designed to display tasks assigned to a group but not yet assigned to an individual user. This means that even if an IT manager oversees the Network and Hardware assignment groups, they will not see any tasks in this list if all tasks have already been assigned to specific individuals within the group.

Let's break down why option A is the correct answer and why the other options are incorrect:

The "My Groups Work" list only shows tasks that are assigned to the group but have not been assigned to a specific individual within the group.

If all tasks are assigned to specific team members, then the manager will not see any tasks in this list.

The IT manager can verify this by navigating to the Task List (e.g., Incidents, Changes, or Requests) and filtering by the Network and Hardware assignment groups.

Explanation for Correct Answer (A):

The *itil* role allows users to view, create, update, and resolve incidents, changes, problems, and other ITSM tasks.

However, not having this role would restrict access to various ITSM functionalities, but it does not impact whether tasks appear in My Groups Work.

If the manager lacks the *itil* role, they might have trouble accessing or modifying tasks, but this wouldn't explain why they don't see anything in the list.

The Service Desk group is a separate entity in ServiceNow, typically associated with incident handling and user support.

The My Groups Work module is not restricted to the Service Desk group—it displays work assigned to any group the user belongs to.

Since the manager is responsible for the Network and Hardware groups, being part of the Service Desk group is irrelevant.

If the manager was not a member of these groups, they wouldn't see any group-related tasks at all.

However, the question states that the manager is responsible for these groups, so it's reasonable to assume they are either a member or at least a group manager with visibility.

Even if they were just a manager and not an official group member, they would still be able to see the tasks assigned to the groups.

The Assignment Group manager field is an informational field that indicates who manages a group.

This field does not control what is displayed in the My Groups Work module.

Even if this field were empty, it wouldn't prevent a manager (who is a group member) from seeing unassigned tasks.

Explanation for Incorrect Answers: (B) The manager does not have the *itil* role. (C) The manager is not a member of the Service Desk group. (D) The manager is not a member of the Network and Hardware groups.

(E) The Assignment Group manager field is empty.

ServiceNow CSA Guide - User Interface and Navigation

ServiceNow ITSM Fundamentals - Incident and Task Management

ServiceNow Role-Based Access Controls and Group Management

ServiceNow KB Articles - My Groups Work Module

References to Official Certified System Administrator (CSA) Documentation:

**NEW QUESTION: 34**

Which allows the creation of a task-based record from Service Catalog?

- A. UI Builder
- B. Flow Designer
- C. Assignment Rule
- D. Record Producers
- E. UI Actions=

**Answer: D** ([LEAVE A REPLY](#))

**NEW QUESTION: 35**

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. Module
- B. Content Frame
- C. Application Navigator
- D. User Menu

**Answer: D** ([LEAVE A REPLY](#))

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c\\_](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_)

**NEW QUESTION: 36**

What is the name of the table relationship, where two or more tables are related in a bi-directional relationship, so that the related records are visible from both tables in a related list?

- A. One to Many
- B. Extended
- C. Database View
- D. Many to Many

**Answer: D** ([LEAVE A REPLY](#))

**NEW QUESTION: 37**

On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?



- A. Quickview
- B. Lookup
- C. Drilldown
- D. Reference:
- E. Snapshot
- F. Preview

**Answer: D ([LEAVE A REPLY](#))**

#### NEW QUESTION: 38

What action will allow you to personalize layouts of columns in a list?

- A. Click Gear icon > Personalize window options > Select the appropriate columns
- B. Select the column to be personalized > Click Edit icon (Pencil) > Choose me options to personalage
- C. Context Menu > View > Personalize
- D. Select the column to be personalized and right at the header > Choose the options to personalize

**Answer: A ([LEAVE A REPLY](#))**

In ServiceNow List Views, users can customize and personalize the displayed columns to fit their needs.

Open any list view (e.g., Incidents, Requests).

Click the Gear icon (#) in the top-right corner of the list.

The Personalize List Columns window appears.

Select or remove columns as needed.

Click Save to apply changes.

Steps to Personalize List Layout (Columns): This customization is user-specific, meaning it only affects the logged-in user's view.

B: Select the column to be personalized > Click Edit icon (Pencil) > Choose options to personalize  
No Edit icon (Pencil) for column customization exists in List Views.

C: Context Menu > View > Personalize

The Context Menu (right-click menu) allows you to filter or sort data but does not customize columns.

D: Select the column to be personalized and right-click the header > Choose options to personalize Right-clicking the column header provides sorting and grouping options, not full column customization.

Reference: ServiceNow CSA Documentation - Customizing List Views

ServiceNow Product Documentation - Personalizing List Layouts (<https://docs.servicenow.com>)

Final answer: A. Click Gear icon > Personalize window options > Select the appropriate columns

### **NEW QUESTION: 39**

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

- A. Scenario Dashboard
- B. CMDB Use Case Modeler
- C. CI Use Case Modeler
- D. Common Service Data Model (CSDM) product view

**Answer: D** ([LEAVE A REPLY](#))

### **NEW QUESTION: 40**

When creating a new notification, what must you define?

Choose 3 answers

- A. Under what conditions is the notification sent
- B. Settings for handling inactive user accounts
- C. What is the content of the notification
- D. Who receives the notification
- E. The associated knowledge base

**Answer: A,C,D** ([LEAVE A REPLY](#))

### **NEW QUESTION: 41**

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

- A. Sourcing fields
- B. Computational fields
- C. Function fields
- D. Calculation fields

**Answer: C** ([LEAVE A REPLY](#))

### **NEW QUESTION: 42**

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

- A. Field Matching
- B. Load Data
- C. Select Data Source
- D. Schedule Transform
- E. Create Transform Map

**Answer: (SHOW ANSWER)**

When importing data from a spreadsheet into ServiceNow, the step that defines where incoming data columns will be written in the receiving table is Field Matching.

Select Data Source- Choose the spreadsheet (CSV, Excel, etc.) that contains the data.

Load Data- Uploads the data into a temporary staging table.

Create Transform Map- Defines the mapping between the source data and the target table.

Field Matching- This step matches the columns from the source data to the fields in the receiving table.

Schedule Transform (if needed)- Optionally schedule automatic data transformation.

B: Load Data

This step only loads data into a temporary table and does not define field mapping.

C: Select Data Source

This step is only about choosing the input file, not about mapping fields.

D: Schedule Transform

Scheduling only determines when a transformation runs but does not define field mappings.

E: Create Transform Map

While transform maps define relationships between source and target tables, Field Matching is the step that actually aligns specific fields.

Reference: ServiceNow CSA Documentation - Data Import Process & Field Mapping ServiceNow Product Documentation - Transform Maps & Field Matching (<https://docs.servicenow.com>)

### **NEW QUESTION: 43**

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

**Answer: A (LEAVE A REPLY)**

The Service Catalog is a core feature in ServiceNow that provides users with a structured interface to request services and products. The baseline Service Catalog homepage includes links to key components that help users navigate and submit requests efficiently. These components are:

Record Producers- These are forms that allow users to create records in tables other than the Request table (e.

g., submitting an incident or a change request).

Order Guides- These help users request multiple related items in a single submission, streamlining complex orders.

Catalog Items- These are the individual products or services users can request, such as software installations, hardware requests, or access requests.

Option B: "Order Guides, Item Variables, and Workflows"- Incorrect, because Item Variables and Workflows are not direct links on the Service Catalog homepage. Item Variables are attributes of Catalog Items, and Workflows handle backend processing but are not listed as a navigational component.

Option C: "Order Guides, Catalog Items, and Workflows"- Incorrect, because Workflows are not directly linked from the homepage.

Option D: "Record Producers, Order Guides, and Item Variables"- Incorrect, because Item Variables are part of Catalog Items but not a distinct link on the homepage.

ServiceNow Product Documentation - Service Catalog Overview

ServiceNow CSA Study Guide - Service Catalog Fundamentals

ServiceNow Docs: Service Catalog Components

Explanation of Incorrect Options: References from Certified System Administrator (CSA) Documentation:

#### **NEW QUESTION: 44**

A subject matter expert routinely receives tasks which have been worked by first level support, before receiving the assignment What could you suggest. to make it easier for the expert to read only the work notes in the Activity log?

- A. Click Funnel icon and select only work notes
- B. Click Personalize icon and select Activity Stream
- C. Right click form header > Form Layout > Add Work Notes Section
- D. Click Context menu > History
- E. Click Context menu > Work Notes View

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 45**

What is the function of user impersonation?

- A. Unlock Application master list
- B. View custom perspectives
- C. Activate verbose logging
- D. Testing and visibility

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 46**

Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. UI Pages
- C. Lists
- D. Forms

**Answer: B (LEAVE A REPLY)**

The History section in the Application Navigator tracks recently visited records, lists, and forms within ServiceNow. This feature allows users to quickly navigate back to previously accessed content without searching manually.

What Appears in the History Section? The History section logs user activity related to:

Records (Option A)- Recently viewed records from any table, such as incidents, requests, or tasks.

Lists (Option C)- Any list views a user has accessed, such as Incident List or Change Request List.

Forms (Option D)- Any individual record viewed in form view, such as an incident form or user form.

Why is Option B (UI Pages) Correct? UI Pages do NOT appear in the History section.

UI Pages are special custom pages built with Jelly scripting and used for custom interfaces, portals, and dashboards (e.g., Service Portal pages).

Since they do not represent individual records, lists, or forms, they are not included in the user's History tracking.

Why Are the Other Options Incorrect? A. Records

Records are individual database entries (e.g., specific incidents, change requests, or users).

Since records are frequently accessed, they are logged in History.

C: Lists

Lists display multiple records from a table (e.g., all open incidents).

Since users navigate through lists frequently, they are logged in History.

D: Forms

Forms are used to view or edit individual records (e.g., an incident form).

Since forms are commonly accessed, they are logged in History.

Reference from Certified System Administrator (CSA) Documentation: #ServiceNow Docs - Application Navigator & History

#ServiceNow Application Navigator Documentation

"The History section of the Application Navigator displays a list of the records, lists, and forms that you have recently accessed."

"Custom UI Pages are not included in History tracking."

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam!

BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com CSA exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com CSA dumps with Test Engine here:

<https://www.braindumps.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As

Dumps, **40%OFF Special Discount: Exam-Tests**)

**NEW QUESTION: 47**

A customer requests the following data quality measures be added:

1. Incident numbers should be read-only on all lists and forms, for all users.
  2. Short Description field should be mandatory, on all records, across all applications, on insert.
- Which type of policy would you use to meet this requirement?

- A. Data policy
- B. Data Quality Policy
- C. Dictionary Design Policy
- D. Field Criteria Policy

**Answer: A ([LEAVE A REPLY](#))**

### **NEW QUESTION: 48**

An order for new office equipment has been placed through the Service Catalog. How would you view the lists of requests after the orders have been placed?

- A. All > Service Catalog > Open Records > Items
- B. In the Navigation Filter, type 'requests. Let' and press the Enter key.
- C. All > Tables and Columns > Taste
- D. All > Service Catalog > Requests

**Answer: D ([LEAVE A REPLY](#))**

When a user places an order through the Service Catalog, it generates a Request [sc\_request] record in ServiceNow.

How to View Service Catalog Requests: #Navigation Path:

All > Service Catalog > Requests

This module displays:

All submitted service catalog requests

Their current status (e.g., Pending Approval, Fulfilled)

Associated Requested Items (RITM) and Tasks (SCTASK)

A: All > Service Catalog > Open Records > Items #Incorrect

The "Items" module does not show submitted requests; it lists available catalog items.

B: In the Navigation Filter, type 'requests' and press Enter #Incorrect Typing "requests" might bring up multiple unrelated records, making it inefficient.

The correct approach is to navigate to Service Catalog > Requests.

C: All > Tables and Columns > Taste #Incorrect

"Tables and Columns" is used for table management and is not related to service catalog requests.

Also, "Taste" is a typo (likely meant to be "Tasks").

Why Other Options Are Incorrect?

Service Catalog Requests Overview

Official ServiceNow Documentation Reference:

### **NEW QUESTION: 49**

Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

- A. They direct the user to a catalog UI policy
- B. They direct the user to a catalog client script
- C. They direct the user to a record producer
- D. They direct the user to a catalog property

**Answer: C** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 50**

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

- A. Turn your computer off and on again
- B. Clear browser cache
- C. End Impersonation
- D. Log out and back in

**Answer: D** ([LEAVE A REPLY](#))

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c\\_ImpersonateAUser.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html)

#### **NEW QUESTION: 51**

What is the name of the string that display filter criteria?

- A. Breadcrumb
- B. Topic
- C. Choice
- D. Menu

**Answer: A** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 52**

What actions are taken to filter a long list of records to show only those with the Category of Hardware?

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

**Answer: C** ([LEAVE A REPLY](#))

When working with along list of records, users canfilter dataquickly using theShow Matchingfeature.

C: On the list, locate and right-click on the value Hardware, select Show Matching Right-clickingon the"Hardware"value and selecting"Show Matching"filters the list toonly show records where the Category is Hardware.

This is thefastestway to apply aquick filter.

A: On Breadcrumb, click the > icon, type Hardware and click enter

Breadcrumbs do not support direct text input for filtering.

Breadcrumbs show existing filters but are not used to type new values.

B: On the Category column header, right-click and select Show > Hardware Incorrect menu option-There is no "Show > Hardware" selection.

Instead, users would need to use "Show Matching"(Correct Answer C).

D: Right-click on magnifier, type Hardware, and click enter

There is no "magnifier" option for filtering in list view.

E: Click Funnel icon, type Hardware and click enter

The Funnel (Filter) icon is used to create advanced filters, but it does not support direct text input like this.

The correct way to use the Filter would be:

Click the Funnel icon

Set Category = Hardware

Click Run

References: ServiceNow Documentation: Filtering Data in a List

ServiceNow UI Guide: Using the Show Matching Feature

### NEW QUESTION: 53

Each knowledge base can have unique lifecycle workflows, user criteria, category structures, and management assignments.

A. False

B. True

Answer: B ([LEAVE A REPLY](#))

### NEW QUESTION: 54

After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

A. Use System Administration > Normal Security module

B. Select Normal role

C. Log out and back in

D. Select Global Update Set

E. End impersonation

Answer: ([SHOW ANSWER](#))

When working with High Security Settings in ServiceNow (such as security\_admin role), the system temporarily elevates your security privileges. To return to normal admin security levels, the most effective way is to log out and log back in.

Resets Elevated Security Permissions

The security\_admin role is temporarily assigned and will be removed upon logout.

Logging out ensures that you return to default admin security levels.

Prevents Unintended Access

If you remain in High Security Mode, you might make unauthorized changes.

Logging out ensures security compliance.

Best Practice in ServiceNow Security Administration

ServiceNow recommends logging out after making security changes to avoid accidentally altering critical configurations.

Why Logging Out and Back In is the Correct Answer?

A: Use System Administration > Normal Security module  
Incorrect- No such module exists in ServiceNow.

B: Select Normal role  
Incorrect- You cannot manually remove the security\_admin role. It expires upon session logout.

D: Select Global Update Set  
Incorrect- The Update Set selection does not affect security roles.

E: End impersonation  
Incorrect- Ending impersonation only applies when using the "Impersonate User" feature. It does not affect elevated security roles.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Managing High Security Settings#Elevating Security Roles in ServiceNow

ServiceNow Docs - Logging Out to Reset Security Roles#Best Practices for Security Admin Role

Official ServiceNow Documentation References:

Conclusion: The correct answer is:

C: Log out and back in

Logging out removes elevated security roles, restoring normal admin security levels.

### NEW QUESTION: 55

Groups are stored in what table?

A. User Groups [sn\_user\_groups]

B. Groups [sys\_user\_groups]

C. Group [sn\_sys\_user\_group]}

D. Group [sys\_user\_group]

E. User Group [user\_groups]

Answer: D ([LEAVE A REPLY](#))

### NEW QUESTION: 56

Which type of scripts run in the browser?

A. Business Rule Scripts

B. script Include Scripts

C. Policies and Client Scripts

D. Access Control Scripts

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 57

In what order are Access Controls evaluated?

A. Field-level - most general to most specific; then Row-level - most specific to most general

B. Table-level - most specific to most general; then Row-level - most specific to most general

**C.** Table-level - most specific to most general; then Field-level - most specific to most general

**D.** Field-level - most specific to most general: then Table-level - most specific to most general

**Answer: C (LEAVE A REPLY)**

Access Control Rules (ACLs) in ServiceNow determine who can access a record, table, or field.

They are evaluated in a specific order to ensure security.

Table-Level ACLs are evaluated first

ServiceNow first checks if the user has permission to access the table itself.

If the user does not have access at the table level, no further checks are performed.

Field-Level ACLs are evaluated next

Once table access is granted, ServiceNow checks if the user has permission to access individual fields.

More specific ACLs override broader ones (e.g., incident.short\_description takes priority over incident.\*).

Order of Specificity (Most Specific to Least Specific)

Field-Specific ACL (incident.short\_description.read)

Wildcard Field ACL (incident.\*.read)

Table-Level ACL (incident.read)

Wildcard Table ACL (\*.read)

ACL Evaluation Order in ServiceNow: This ensures that specific rules take precedence over general rules for enhanced security.

Example of ACL Evaluation in Incident Table: ACL Rule Type

Example ACL

Evaluation Order

Field-Specific

incident.short\_description.read

First (Most Specific)

Wildcard Field

incident.\*.read

Second

Table-Level

incident.read

Third

Wildcard Table

\*.read

Last (Most General)

A: Field-level - most general to most specific; then Row-level - most specific to most general  
Incorrect- Field-level ACLs are not evaluated first; table-level ACLs are checked before field-level.

B: Table-level - most specific to most general; then Row-level - most specific to most general  
Incorrect- "Row-level" is not a correct term in ServiceNow ACL processing.

D: Field-level - most specific to most general; then Table-level - most specific to most general  
Incorrect-Table- level ACLs are always evaluated before field-level ACLs.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Access Control Evaluation Order#How ACLs Are Processed ServiceNow

Docs - Managing ACLs in ServiceNow#Best Practices for ACLs Official ServiceNow

Documentation References:

Conclusion:The correct answer is:

C: Table-level - most specific to most general; then Field-level - most specific to most general

This ensures that general table permissions are granted before checking field-level access, following a structured and secure approach to access control in ServiceNow.

### NEW QUESTION: 58

On a form, which type of field has this icon which can be clicked, to show a preview of the associated record?

A screenshot of a ServiceNow form. The top header shows the ServiceNow logo and the incident number 'INC0010112'. The form contains several fields: 'Number' with the value 'INC0010112', '\* Caller' with the value 'survey user', 'Category' with the value 'Inquiry / Help', and 'Subcategory' with the value '-- None --'. To the right of the 'Caller' field, there is a search icon and a red square icon with an information symbol (i). A large watermark 'exam-tests.com' is overlaid diagonally across the form.

A. Reference:

B. Lookup

C. Quickview

D. Preview

E. Snapshot

F. Drilldown

**Answer: A ([LEAVE A REPLY](#))**

### NEW QUESTION: 59

Which set of steps is used to import spreadsheet data into a ServiceNow table?

A. Load Data, Create Transform Map, Run Transform

B. Select Import Set, Select Transform Map, Run Transform

C. Select Data Source, Schedule Transform

D. Define Data Source, Select Transform Map, Run Transform

**Answer: A ([LEAVE A REPLY](#))**

These are the steps to import spreadsheet data into a ServiceNow table, as explained in the official documentation<sup>1</sup> and the video tutorial<sup>2</sup>. The other options are either incomplete or incorrect.

References<sup>1</sup>: Import a spreadsheet - Product Documentation: Utah - Now Support Portal<sup>2</sup>: How To Import Data Into ServiceNow - YouTube

**NEW QUESTION: 60**

In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

- A. ul\_page\_admin
- B. personal\_list
- C. personal\_ize.control
- D. ui\_action\_admin

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 61**

Your customer wants to update a notification so it is sent to the Caller's Manager. Which action supports this requirement?

- A. On the 'Who will receive' tab on the Notification record, add the Caller field, then dot walk to the Caller's Manager field to add it.
- B. On the Notification record, create a flow and include a notification in the flow for "All receivers".
- C. On the 'Send to' tab on the Notification record, set "Who will receive" to Subscribable.
- D. On the 'Send to' tab on the Notification record, add the Caller field, then dot walk to the Caller's Manager field to add it.

**Answer: ([SHOW ANSWER](#))**

In ServiceNow Notification Configuration, dot-walking allows administrators to reference related records dynamically.

# To send a notification to the Caller's Manager, you need to:

- \* Open the Notification record.
- \* Navigate to the 'Send to' tab.
- \* Add the Caller field.
- \* Use dot-walking to select the Caller's Manager field (e.g., caller\_id.manager).
- \* Option A is incorrect because dot-walking is configured under the 'Send to' tab, not the 'Who will receive' tab.
- \* Option B is incorrect because while Flow Designer can trigger notifications, it does not specifically configure recipients based on dot-walking.
- \* Option C is incorrect because setting "Who will receive" to Subscribable is used for opt-in notifications, not direct notifications to the Caller's Manager.

# Reference: ServiceNow Administration - Notification Configuration & Dot-Walking

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam!  
BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com  
CSA exam **questions have been updated** and **answers have been corrected** get the  
**newest** BraindumpsPass.com CSA dumps with Test Engine here:  
<https://www.braindumpsPASS.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As  
Dumps, **40%OFF Special Discount: Exam-Tests**)

### NEW QUESTION: 62

Which role(s) are required to impersonate a user?

Choose 2 answers

- A. admin
- B. sys\_admin
- C. security\_admin
- D. sys\_user
- E. impersonator

**Answer: A,E (LEAVE A REPLY)**

In ServiceNow, impersonating a user allows administrators or authorized users to temporarily assume another user's identity. This is useful for troubleshooting, testing permissions, and verifying user experiences.

admin (A)

Users with the admin role automatically have impersonation privileges.

Admin users can impersonate any user in the system.

Example: A system admin impersonates a Service Desk Agent to test access restrictions.

impersonator (E)

The impersonator role allows a user to impersonate others without full admin privileges.

This role is useful for support teams or testers who need to verify user permissions.

Example: A QA tester is given the impersonator role to test different roles in the system.

B: sys\_admin

No such role as sys\_admin in ServiceNow - this is likely a mistyped version of "admin".

C: security\_admin

security\_admin is used for elevating privileges to modify high-security settings, not for impersonation.

D: sys\_user

The sys\_user table stores user records but is not a role.

Regular users cannot impersonate others unless they have the impersonator or admin role.

References: ServiceNow Documentation: Impersonating Users

ServiceNow Security Best Practices: Understanding User Roles

### NEW QUESTION: 63

One related list, which buttons are commonly used for managing the records on the list?

Choose 3 answers

- A. Publish
- B. Manage
- C. Edit
- D. New
- E. Add

**Answer: C,D,E ([LEAVE A REPLY](#))**

**NEW QUESTION: 64**

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

- A. One Request can have many Requested Items
- B. One Requested Item can have many Approvals
- C. One Approval can have many Requests
- D. One Cart can have many Requests
- E. One Requested Item can have many Catalog Tasks

**Answer: A,D,E ([LEAVE A REPLY](#))**

**NEW QUESTION: 65**

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

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

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 66**

A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You have confirmed that they can see the Inventory application, and the Create New module on the application navigator. What could be the cause of this issue?

- A. Known intermittent issue with U115
- B. User session has timed out
- C. Create New module has a broken link
- D. User has read role, but not the write role on the Inventory table
- E. User should be using Chrome instead of Explorer for their browser

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 67**

What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

- A. Notifications
- B. Alerts
- C. Texts
- D. Events
- E. Emails

**Answer: D (LEAVE A REPLY)**

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/platform-events/concept/even>

### NEW QUESTION: 68

Which modules can you use to create a new table?

Choose 2 answers

- A. Tables & Columns
- B. Schema Map
- C. Dictionary
- D. Tables

**Answer: A,D (LEAVE A REPLY)**

In ServiceNow, new tables can be created using the Tables & Columns module or the Tables module.

Navigation: System Definition > Tables & Columns

Allows admins to create and modify tables, including:

Adding columns (fields)

Setting relationships

Defining attributes

Navigation: System Definition > Tables

A simpler interface for creating tables without managing columns immediately.

B: Schema Map #Incorrect

Schema Map visualizes table relationships but does not allow table creation.

C: Dictionary #Incorrect

The System Dictionary (sys\_dictionary) is used to manage fields and attributes, not create tables.

Creating Tables in ServiceNow

Understanding Tables & Columns

1. Tables & Columns Module (Correct Answer) 2. Tables Module (Correct Answer) Why Other Options Are Incorrect? Official ServiceNow Documentation Reference:

### NEW QUESTION: 69

What is used to determine user access to knowledge bases or a knowledge article?

- A. sn\_kb\_read, sn\_article\_read

- B. Privacy Settings
- C. Read Access Flag
- D. User Criteria

**Answer: (SHOW ANSWER)**

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html>

#### **NEW QUESTION: 70**

Configuration will not affect what others see on their forms.

- A. False
- B. True

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 71**

Which component of a table contains a piece of data for one record?

- A. Factor
- B. Field
- C. Datapoint
- D. Element
- E. Item

**Answer: (SHOW ANSWER)**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c\\_Da](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_Da)

#### **NEW QUESTION: 72**

What are the two pathways to view feedback left on a published article?

- A. Knowledge > articles > My Flagged
- B. Knowledge base > my knowledge > flagged articles
- C. Knowledge > My articles > Flagged
- D. Knowledge > articles > published

**Answer: B,C (LEAVE A REPLY)**

In ServiceNow Knowledge Management, users can provide feedback on published knowledge articles by flagging them. This feedback helps knowledge managers and authors identify errors, outdated information, or areas for improvement.

To view feedback left on a published article, there are two primary pathways:

Pathway 1: Knowledge Base > My Knowledge > Flagged Articles

This option allows knowledge managers and authors to see all flagged articles they have authored or have access to within a specific Knowledge Base.

Location: Knowledge Base # My Knowledge # Flagged Articles

Pathway 2: Knowledge > My Articles > Flagged

This option lets authors view only their own articles that have been flagged.

Location: Knowledge # My Articles # Flagged

A: Knowledge > Articles > My Flagged

There is no direct "My Flagged" option under Knowledge > Articles.

D: Knowledge > Articles > Published

This shows all published articles but does not specifically show flagged (feedback) articles.

Navigate to Knowledge > My Articles > Flagged.

OR navigate to Knowledge Base > My Knowledge > Flagged Articles.

Open a flagged article to review the feedback comments and reason for the flagging.

ServiceNow Docs: Managing Knowledge Feedback and Flagged

Articles <https://docs.servicenow.com/en-US>

</bundle/utah-it-service-management/page/product/knowledge-management/task/review-article-feedback.html>

ServiceNow CSA Official Training Guide (Knowledge Management & Feedback

Handling) Why the Other Options Are Incorrect? How to View Feedback in ServiceNow?

References from Certified System Administrator (CSA) Documentation: This confirms that the

correct pathways to view feedback on published articles are "Knowledge Base > My Knowledge >

Flagged Articles" and "Knowledge > My Articles

> Flagged".

### **NEW QUESTION: 73**

ServiceNow contains a resource which provides the following:

A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.

A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

- A. Common Services Data Model (CSDM)
- B. Information Technology Service Management (ITSM)
- C. Configuration Management Database (CMDB)
- D. Information Technology Infrastructure Library (ITIL)

**Answer: (SHOW ANSWER)**

Reference:

<https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-brie>

### **NEW QUESTION: 74**

You are showing your customer a new form that you have created for their new application. They would like to add a field to the form. Where could you do that? (Choose two.)

- A. Select Fields and Columns module
- B. Right click on form header, select Configure > Form Layout
- C. Click on context menu, select Configure > Form Designer

D. Select Field Class Manager module

**Answer:** ([SHOW ANSWER](#))

Reference: [https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t\\_CreateCustomField.html](https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html)

**NEW QUESTION: 75**

The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of following these workflows are included in the platform?

- A. Manufacturing Workflows
- B. Federal Workflows
- C. Employee Workflows
- D. Infrastructure Workflows
- E. Customer Workflows
- F. IT Workflows

**Answer:** C,E,F ([LEAVE A REPLY](#))

**NEW QUESTION: 76**

How is a user defined in ServiceNow?

- A. A user is 2 field in the LOAP integration
- B. user is a record stored in the User Preference [Sys\_user\_preference] table
- C. A user is a record stored in the User [sys\_user] table
- D. A User is a record stored in the Profile [sys\_user\_profile] table

**Answer:** B ([LEAVE A REPLY](#))

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam!  
BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com CSA exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com CSA dumps with Test Engine here:  
<https://www.braindumps.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

**NEW QUESTION: 77**

What are the three permission requirements that must evaluate to true for an access control rule to apply?

Choose 3 answers

- A. Conditions
- B. table.
- C. Roles

- D. table.none
- E. table."
- F. Script

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 78**

Which three Variable Types can be added to a Service Catalog Item?

- A. Number List, Single Line Text, and Reference
- B. True/False, Multiple Choice, and Ordered
- C. Multiple Choice, Select Box, and Checkbox
- D. True/False, Checkbox, and Number List

**Answer:** C ([LEAVE A REPLY](#))

**NEW QUESTION: 79**

ServiceNow is a single-instance, multiple tenant architecture?

- A. False
- B. True

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 80**

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. Dependency View
- B. CI Health Dashboard
- C. Event Management Homepage
- D. AL Service Dashboard

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 81**

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

- A. One Approval can have many Requests
- B. One Request can have many Requested Items
- C. One Requested Item can have many Approvals
- D. One Requested Item can have many Catalog Tasks
- E. One Cart can have many Requests

**Answer:** B,C,D ([LEAVE A REPLY](#))

In the ServiceNow Service Catalog module, tables have a One-to-Many (1:M) relationship, meaning a single record in one table can relate to multiple records in another table. This is especially important for handling Service Catalog requests, as multiple items, approvals, and tasks may be associated with a single request.

One Request can have many Requested Items (REQ # RITM)

A Request (REQ) is a container for multiple Requested Items (RITM).

When a user submits a catalog request, multiple items (such as a laptop and a phone) can be ordered in the same request.

Table Relationship: sc\_request(Request) # sc\_req\_item(Requested Item)

One Requested Item can have many Approvals (RITM # Approval)

Some Requested Items (RITM) require approval before being fulfilled.

For example, a laptop purchase might need approvals from both the IT department and a manager.

Table Relationship: sc\_req\_item(Requested Item) # sysapproval\_approver(Approval)

One Requested Item can have many Catalog Tasks (RITM # SCTASK) A Requested Item (RITM) can generate multiple Catalog Tasks (SCTASK) for different fulfillment teams.

For example, if an employee requests a new laptop, one task might go to IT to set it up, while another goes to finance for cost approval.

Table Relationship: sc\_req\_item(Requested Item) # sc\_task(Catalog Task)

Breakdown of Correct Answers: Incorrect Answers Explanation: A. One Approval can have many Requests Approvals do not relate to multiple requests. Instead, a request may contain multiple approvals.

E: One Cart can have many Requests

The Cart is only a temporary storage of items before checkout. Once submitted, it generates a single Request (REQ), not multiple requests.

ServiceNow Product Documentation# "Understanding Service Catalog Tables and Relationships"

ServiceNow Data Model# "Request, Requested Item, and Catalog Task Relationships"

References from Certified System Administrator (CSA) Documentation:

## NEW QUESTION: 82



The screenshot shows the ServiceNow interface for a 'Macbook Pro' product. The breadcrumb navigation is 'Service Catalog > Hardware > Developer Laptop (Mac)'. The product details include a description: 'The Apple Macbook Pro is a laptop that is second to none. It provides a Retina display that fights glare and weighs approximately five pounds. High-powered enough to complete computing tasks.' Technical specifications listed are: 'Apple Core i7 Processor', '128GB PCIe-based flash storage', 'Intel Iris Pro Graphics', and 'Backlit keyboard'. On the right, the 'Order this Item' section shows a price of '\$1,499.00 + \$100.00 Annually', a quantity of '1', a subtotal of '\$1,499.00 + \$100.00 Annually', and a delivery time of '5 Days'. The 'Order Now' button is highlighted with a red box, and there is an 'Add to Cart' button below it. The 'Shopping Cart' section shows 'Empty'.

An order from the Service Catalog has been placed. Two records in the Platform are created as a result. Which two records are associated with this newly ordered item?

Choose 2 answers

A. A change record

B. A problem record

- C. A record of sc\_task
- D. An Incident record
- E. A record of sc\_req\_ltem table

**Answer: C,E (LEAVE A REPLY)**

**NEW QUESTION: 83**

Which icon would you double click, to expand and collapse the list of all Applications and Modules?



- A. Star
- B. Clock
- C. Application
- D. Funnel

**Answer: (SHOW ANSWER)**

Reference: <https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and- ui/task/ui16-navigator-tasks.html>

**NEW QUESTION: 84**

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

**Answer: C (LEAVE A REPLY)**

When a new table is created in ServiceNow by extending another table, it follows table inheritance principles.

This means the newly created table (child table) receives all the fields from its parent table. Additionally, the new table can include custom fields that are unique to itself.

Here's how inheritance works in ServiceNow when a table is extended:

Fields Inheritance:

The child table automatically inherits all fields from its parent table.

These inherited fields cannot be removed from the child table but can be modified or overridden.

The child table can also have additional custom fields that do not exist in the parent table.

Business Rules, Client Scripts, and UI Policies:

Unlike fields, these components are not automatically inherited.

However, they can still affect the child table if they are defined on the parent table using conditions that include the child table.

To apply them specifically to the child table, they need to be explicitly defined for the new table.

Access Control Rules (ACLs):

ACLs are not automatically inherited.

Each table in ServiceNow has its own set of Access Control Rules, which must be explicitly configured for the child table if different permissions are required.

Database Structure:

The child table creates a one-to-one relationship with the parent table, meaning all fields in the parent are available in the child table.

The new table is stored as a separate entity but references the parent table's structure.

The child table inherits all fields from the parent table.

The child table can also have its own custom fields.

Business Rules, Client Scripts, UI Policies, and ACLs are not automatically inherited, meaning options B and D are incorrect.

The table does not archive the parent table (making option A incorrect).

ServiceNow Product Documentation - Table Inheritance: <https://docs.servicenow.com> ServiceNow Fundamentals - Table Relationships ServiceNow Developer Portal - Extending Tables

ServiceNow Best Practices - Access Controls & Security Rules Why Option C is Correct?

References from Certified System Administrator (CSA) Documentation:

### **NEW QUESTION: 85**

What would you do, on a list, if you wanted to show the records in groups, based on the column category?

(Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category
- C. Click Group On icon, select Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

**Answer: A,E (LEAVE A REPLY)**

In ServiceNow, lists allow users to view, filter, and group records dynamically. If you want to group records based on a particular column (e.g., Category), you can use the "Group By" functionality.

A: On list Context Menu, select Group By > Category

The List Context Menu (right-clicking anywhere in the list header) provides an option to group records by a specific column.

Selecting "Group By > Category" organizes records into expandable sections based on the selected field.

This is one of the quickest ways to group records in a list.

E: On the Category column title, click Context menu > Group By Category Each column header in a list has its own Column Context Menu (accessible by clicking the three-line menu or right-clicking the column title).

Clicking "Group By Category" on the Category column will instantly rearrange the list based on the values in that column.

B: On the Filter Menu, select Group By > Category

The Filter Menu is used for setting up filters and conditions, but it does not provide a "Group By" option.

It allows users to filter records but does not change the list structure.

C: Click Group On icon, select Category

There is no "Group On" icon in ServiceNow lists.

Grouping is done through context menus, not a dedicated "Group On" button.

D: On Navigator Filter, type tablename.group.category and press enter

The Application Navigator Filter is used for searching applications, modules, and tables-not for modifying list views.

Entering something like incident.group.category will not perform a grouping action on a list.

References: Official ServiceNow Documentation: Grouped Lists

ServiceNow User Interface Guide: List Control Features

## **NEW QUESTION: 86**

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

**Answer: A (LEAVE A REPLY)**

In ServiceNow Knowledge Management, knowledge articles must be in a specific state before they can be visible to end users. The correct state that allows users to view the article is Published.

Understanding Knowledge Article States Knowledge articles in ServiceNow go through a lifecycle that includes the following states:

Draft- The article is being created or edited and is not visible to end users.

Review- The article is under internal review by approvers before publication. It remains hidden from users.

Published- The article is approved and publicly available to users who have access to the Knowledge Base.

Retired- The article is no longer relevant or has been replaced. It is not visible to end users.

Only Published articles appear in the Knowledge Base and can be accessed by users.

Articles in Draft, Review, or Retired states are not visible to the general audience.

B: Drafted- Articles inDraftare still being written or edited andcannot be accessed by users.

C: Retired- Retired articles are considered obsolete and areno longer displayedin the Knowledge Base.

D: Reviewed- Articles inRevieware under approval butare not yet visibleto users.

ServiceNow Docs: Knowledge Article States[https://docs.servicenow.com/en-US/bundle/utah-servicenow- platform/page/product/knowledge-management/concept/knowledge-article-](https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/knowledge-article-states.html)

states.html ServiceNow CSA Official Training Guide (Knowledge Management Lifecycle & Publishing Workflow) Why is "Published" the Correct Answer?Why the Other Options Are

Incorrect?References from Certified System Administrator (CSA) Documentation:This confirms that aknowledge article must be in the

"Published" stateto be visible to users in the Knowledge Base.

### **NEW QUESTION: 87**

Which one of the following describes the primary operations performed against tables in the Service Now platform?

A. Create, Rate, Update, Delete

B. Create, Read, Upload, Delete

C. Create, Read, Write, Delete

D. Capture, Rate, Write, Develop

**Answer: ([SHOW ANSWER](#))**

### **NEW QUESTION: 88**

A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

A. Additional Info

B. More Info

C. Related Links

D. Related Lists

**Answer: D ([LEAVE A REPLY](#))**

InServiceNow, when viewing a record in aform view, the top sectionof the form displaysdetails about that record, while thebottom section(if enabled) displaysrelated records that are associated with it.

These sections at the bottom of the form are calledRelated Lists.

Displays Records from Related Tables

Related Lists showone-to-manyormany-to-manyrelationships between records.

Example: On aUserform, Related Lists might include:

Groups(shows all groups the user belongs to)

Roles(lists roles assigned to the user)

Incidents Assigned(shows all incidents assigned to the user)

Automatically Generated Based on Table Relationships

ServiceNow automatically generates Related Lists based on Reference Fields, Many-to-Many (M2M) tables, or Database Views.

Admins can configure which Related Lists appear via Form Layout settings.

Configurable in Form Design & UI Policies

Related Lists can be enabled or disabled using:

Form Layout (Configure # Related Lists)

UI Policies and Client Scripts

Key Characteristics of Related Lists:

A: Additional Info Incorrect- There is no "Additional Info" feature in ServiceNow related to form layouts.

B: More Info Incorrect- This is not a term used in ServiceNow for displaying related records.

C: Related Links Incorrect- Related Links provide quick actions (e.g., "Create New Task") but do not display related records.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Related Lists # Related Lists Overview

ServiceNow Docs - Configuring Related Lists on Forms # How to Configure Related Lists Official ServiceNow Documentation References:

## **NEW QUESTION: 89**

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. Module
- B. Content Frame
- C. Application Navigator
- D. User Menu

**Answer: (SHOW ANSWER)**

In ServiceNow, an Update Set is a mechanism used to package and transfer customizations from one instance to another. The Default Update Set is automatically created for every instance and captures all unassigned configuration changes. However, it is considered a best practice not to use the Default Update Set for moving customizations between instances.

Lack of Organization & Traceability

The Default Update Set collects all modifications automatically, making it difficult to track specific changes related to a particular project or feature.

If multiple administrators or developers work in an instance, their changes will all be mixed together in the Default Update Set, leading to confusion and conflicts.

Risk of Losing Changes

Default Update Sets are not automatically complete. Since users can forget to mark their customizations explicitly for an update set, some changes might not get captured.

If a system admin forgets to move a customization into a named update set, those changes may not be included in the migration process.

Cannot Be Moved Between Instances

The Default Update Set cannot be retrieved or moved between instances because it is system-managed. This makes it impossible to use it for transferring customizations effectively.

Named Update Sets, on the other hand, allow developers to package only the required changes for controlled migration.

**Best Practice: Use Named Update Sets**

It is highly recommended to create a named Update Set (e.g., "Incident\_Enhancements\_Q1\_2025") for each set of related changes.

This provides a structured way to track, test, and promote configurations from development # test # production environments in a controlled manner.

A: Merge Default Update Sets before moving between instances  
Incorrect - The Default Update Set cannot be moved between instances, so merging it would not serve any purpose.

B: Submit Default Update Set to Application Repository  
Incorrect - The Application Repository is used for Scoped Applications, not for update sets. The Default Update Set is system-managed and should not be used for structured deployments.

D: Keep Default Update Set to a maximum of 20 records, for troubleshooting purposes  
Incorrect - While keeping the Default Update Set small might be useful for tracking small changes, there is no such best practice limit of "20 records." It is still not recommended for migrations.

ServiceNow Product Documentation - Update Sets Best Practices # Update Set Best Practices

ServiceNow Community Best Practices - Managing Update Sets # Managing Update Sets

Reasons Why You Should Not Use the Default Update Set for Moving Between

Instances: Incorrect Answer Choices Analysis: Official ServiceNow Documentation

References: Conclusion: The correct answer is C. You should not use the Default Update Set for moving between instances. The best practice is to always create named Update Sets to ensure controlled, traceable, and reliable migrations of customizations between ServiceNow instances.

## NEW QUESTION: 90

Groups are stored in what table?

- A. Group [sys\_user\_group]
- B. Group [sn\_sys\_user\_group]}
- C. User Group [user\_groups]
- D. User Groups [sn\_user\_groups]
- E. Groups [sys\_user\_groups]

**Answer: A (LEAVE A REPLY)**

In ServiceNow, groups are stored in the sys\_user\_group table. This table defines groups of users who share common responsibilities, such as IT support teams, HR teams, or security teams. Groups are used to assign roles and permissions to multiple users at once.

Common groups include Service Desk, IT Support, Change Advisory Board (CAB), and HR teams.

The sys\_user\_group table is linked to sys\_user (Users) and sys\_user\_role (Roles).

B: Group [sn\_sys\_user\_group] - No such table prefix (sn\_) exists for user groups in ServiceNow.

C: User Group [user\_groups]- Incorrect table name; ServiceNow follows the sys\_naming convention.

D: User Groups [sn\_user\_groups]- Not a valid ServiceNow table.

E: Groups [sys\_user\_groups]- Incorrect pluralization; ServiceNow tables typically use singular names (e.g., sys\_user\_group).

ServiceNow sys\_user\_group Table Documentation

ServiceNow CSA Training Module: "User and Group Administration"

Key Details about sys\_user\_group: Why Other Answers Are Incorrect: References from Certified System Administrator (CSA) Official Documentation:

### **NEW QUESTION: 91**

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

**Answer: D (LEAVE A REPLY)**

In ServiceNow, the Service Catalog is a structured collection of IT and business services that users can request.

It is designed to provide a self-service experience for end-users, streamlining service requests and automating fulfillment processes. The main components of a Service Catalog include:

**Record Producers-** These are simplified forms that allow users to create records in various tables without requiring direct access to those tables. They enable users to submit requests or incidents through the catalog in a user-friendly manner.

**Order Guides-** These facilitate the ordering of multiple related catalog items in a single request. For example, when a new employee is onboarded, an order guide can group multiple items such as a laptop, software access, and a phone.

**Catalog Items-** These are the individual items or services that users can request through the Service Catalog.

Examples include hardware (like laptops and monitors), software access, and other business services.

**Option A (Order Guides, Exchange Rates, Calendars)-**

Exchange Rates and Calendars are not part of the Service Catalog framework in ServiceNow. While Exchange Rates may be relevant in financial applications, they do not define the core components of the Service Catalog.

Calendars are used for scheduling, but they do not form part of the Service Catalog structure.

**Option B (Order Guides, Catalog Items, and Interceptors)-**

Interceptors are used to guide users through form-based submissions, but they are not a fundamental component of the Service Catalog.

Order Guides and Catalog Items are correct, but the presence of Interceptors makes this option incorrect.

Option C (Catalog Items, Asset Contracts, Task Surveys)-

Asset Contracts relate to IT Asset Management (ITAM) and are not core Service Catalog components.

Task Surveys are used for feedback collection but are not part of the core structure of a Service Catalog.

References: ServiceNow CSA Documentation: Service Catalog Overview

ServiceNow CSA Learning Path: Service Catalog Fundamentals

ServiceNow Product Documentation: Order Guides & Record Producers

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam!

BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com CSA exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com CSA dumps with Test Engine here:

<https://www.braindumps.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As

Dumps, **40%OFF Special Discount: Exam-Tests**)

### NEW QUESTION: 92

How can an administrator modify the layout of a form using Table Builder?

- A. By configuring form sections
- B. By changing the database schema
- C. By editing system scripts
- D. By altering the page header theme

**Answer: (SHOW ANSWER)**

Table Builder is a ServiceNow feature that allows administrators to modify table structures, configure forms, and manage relationships within a visual interface.

When modifying form layouts in Table Builder, administrators can:  
# Add, remove, or rearrange fields on the form.  
# Create new form sections to organize fields logically.  
# Configure default values and field properties.  
# Manage related lists and relationships between tables.

\* Option B (Changing the database schema) is incorrect because modifying form layouts does not require schema changes (though Table Builder can modify schemas, it's not necessary for layout changes).

\* Option C (Editing system scripts) is incorrect because form layout changes do not require scripting.

\* Option D (Altering the page header theme) is incorrect because themes affect the UI appearance, not form structure.

# Reference: ServiceNow Platform Fundamentals - Table Builder & Form Configuration

### NEW QUESTION: 93

What is a no-code approach to control the mandatory or read-only state of a form field?

- A. UI Rule
- B. UI Policy
- C. UI Action
- D. Client Script
- E. UI Script

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 94**

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

- A. Flow Manager
- B. Flow Designer
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

**Answer: B ([LEAVE A REPLY](#))**

Flow Designer is a no-code/low-code automation tool in ServiceNow that enables users to orchestrate business processes across different services with minimal technical knowledge. It allows non-technical users to build complex workflows using drag-and-drop functionality.

#### No-Code/Low-Code Automation

Users can design, test, and manage business processes without coding skills.

Actions can be executed sequentially or conditionally based on logic.

#### Integration with ServiceNow Applications

Flow Designer works with Integration Hub, allowing ServiceNow to interact with external systems like Slack, Microsoft Teams, and Jira.

#### Trigger-Based Execution

Flows can be triggered by conditions, schedules, or user actions.

#### Prebuilt Spokes & Actions

ServiceNow provides prebuilt "Spokes" with reusable actions that simplify workflow automation.

A: Flow Manager (Incorrect)

No such module called "Flow Manager" exists in ServiceNow.

C: Flow Editor (Incorrect)

The term "Flow Editor" is not used in ServiceNow; the correct name is Flow Designer.

D: Workflow Editor (Incorrect)

Workflow Editor is part of the older Legacy Workflow Engine, which requires scripting and is not recommended for no-code automation.

E: Workflow Designer (Incorrect)

This is not an official ServiceNow tool; Flow Designer has replaced older workflow tools for modern automation needs.

Flow Designer Overview:<https://docs.servicenow.com/en-US/bundle/utah-automation/page/administer/flow-designer/concept/flow-designer.html> Building Flows in Flow Designer:[https://docs.servicenow.com/en-US/bundle/utah-automation/page/administer/flow-designer/task/t\\_CreateFlow.html](https://docs.servicenow.com/en-US/bundle/utah-automation/page/administer/flow-designer/task/t_CreateFlow.html)

Key Features of Flow Designer:Explanation of Incorrect Options:Official References from Certified System Administrator (CSA) Documentation:

**NEW QUESTION: 95**

Which one of the following statements describes the purpose of a Service Catalog workflow?

- A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals
- B. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications
- C. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes
- D. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 96**

After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

- A. Use System Administration > Normal Security module
- B. End impersonation
- C. Select Global Update Set
- D. Select Normal role
- E. Log out and back in

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 97**

What are the 5 provided Roles by ServiceNow?

- A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
- B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
- C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
- D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
- E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

**Answer: A,B,C,D,E (LEAVE A REPLY)**

ServiceNow provides five primary roles that define access and permissions within the platform. These roles help structure user responsibilities and ensure that users only have access to the necessary functions.

The highest level of access in ServiceNow.

Can manage all platform features, applications, data, and configurations.

Has control over users, security settings, system properties, and scripting capabilities.

Example: A ServiceNow admin configuring new workflows, modifying tables, or setting up instance-wide settings.

Manages specific applications or functionalities within ServiceNow.

Includes roles such as:

knowledge\_admin (Manages Knowledge Base)

report\_admin (Manages Reports)

catalog\_admin (Manages Service Catalog)

Example: A Knowledge Base Administrator controlling access to articles and updating knowledge categories.

Users with the ITIL role who perform IT Service Management (ITSM) tasks.

Can create, update, and resolve records such as incidents, problems, changes, and requests.

Example: A service desk agent handling incidents and requests.

Users with the Approver role can approve or reject requests, such as change requests or access requests.

Can view or modify approval records directed to them but cannot fulfill other ITIL tasks.

Example: A manager approving a new software installation request.

Basic users with no assigned roles.

Can submit requests, view their own tickets, and access public pages (e.g., Knowledge Base, Catalog).

Example: An employee submitting a request for laptop repair via the ServiceNow portal.

1. System Administrator (admin) 2. Specialized Administrator 3. Fulfiller (ITIL Role) 4. Approver 5.

Requester (Employee Self-Service - ESS) These roles form the foundation of role-based access control (RBAC) in ServiceNow.

They ensure that users only access the data and functions relevant to their job responsibilities.

Additional roles can be assigned based on business needs, but these five cover the core platform functionalities.

Why These Are the Provided Roles in ServiceNow:

ServiceNow Documentation: User Roles in ServiceNow

CSA Exam Guide: Covers System Administrator, Specialized Administrator, Fulfiller, Approver, and Requester as the standard user roles.

Reference from CSA Documentation: Thus, the correct answer is:

A: System Administrator, B. Specialized Administrator, C. Fulfiller, D. Approver, E. Requester

**NEW QUESTION: 98**

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to tables, forms, schedules, and client scripts
- B. Changes made to tables, forms, views, and fields
- C. Changes made to: tables, forms, Business Rules, and data records
- D. Changes made to: tables, forms groups, and configuration items (CIs)

**Answer: A (LEAVE A REPLY)**

An Update Set in ServiceNow is a mechanism for capturing and migrating customizations and configurations from one instance to another (e.g., Development # Test # Production).

What is Captured in an Update Set? Update Sets record configuration changes, such as:

Tables & Database Schema Changes (e.g., new tables, modified fields)

Form Layout & UI Changes (e.g., changes in form views, UI policies)

Schedules (e.g., Scheduled Jobs, Business Rules with scheduled actions)

Client Scripts (e.g., JavaScript running on the client side)

Business Rules, UI Actions, UI Policies

Workflows, Script Includes, ACLs (Access Control Rules)

Email Notifications, Dictionary Entries, Application Menus

What is NOT Captured in an Update Set? Data Records (e.g., Incident, Change Request, CMDB data) Group Memberships & User Data System Properties (some properties may require manual migration) Attachments & Scheduled Reports B: Changes made to tables, forms, views, and fields (Incorrect) Views and Fields are part of UI changes, but schedules and client scripts are also included in Update Sets, making Option A more complete.

C: Changes made to tables, forms, Business Rules, and data records (Incorrect) Data records (actual table entries like incidents or change requests) are NOT captured in Update Sets.

D: Changes made to tables, forms, groups, and configuration items (CIs) (Incorrect) Groups and CIs (CMDB data) are considered data and are NOT included in Update Sets.

Instead, CIs should be migrated using Import Sets or CMDB data export/import.

Why Other Options Are Incorrect?

Understanding Update Sets

Update Sets Overview

What Gets Captured in Update Sets?

Best Practices for Using Update Sets

References from ServiceNow CSA Documentation:

### NEW QUESTION: 99

A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

- A. Click Personalize List
- B. Right click on any column header. Context Menu > Configure > List Layout
- C. Click List Context Menu > Personalize List
- D. Click List Content Menu > Configure > List Layout

**Answer: B (LEAVE A REPLY)**

To rearrange the columns on a list, users can right click on any column header and select Configure > List Layout from the context menu<sup>2</sup>. This will open a dialog box where users can select the available fields and move them to the selected list using the arrow buttons<sup>2</sup>. Users can also drag and drop the fields to change the order of the columns<sup>2</sup>.

References

\* How To Configure List and Form Layouts | by ServiceNow Scholar - Medium<sup>2</sup>

### NEW QUESTION: 100

Which section of the ServiceNow UI allows you to perform a global search?

- A. Content frame
- B. Banner frame
- C. Application Navigator
- D. List pane

**Answer: B ([LEAVE A REPLY](#))**

### NEW QUESTION: 101

What is the purpose of flagging an article in a knowledge base?

- A. To mark an article to read later.
- B. Allow a user to submit feedback about an article
- C. Reporting an error

**Answer: ([SHOW ANSWER](#))**

In ServiceNow Knowledge Management, flagging an article is a feature that allows users to report errors or issues within a knowledge article. This helps maintain article accuracy and ensures that outdated or incorrect information is addressed by knowledge managers.

Error Reporting

Users can flag an article if they find incorrect, outdated, or misleading information.

Knowledge managers receive a notification about flagged articles and can review them for updates.

Article Quality Control

Helps improve knowledge base content by allowing users to point out inaccuracies.

Ensures that knowledge articles remain relevant and useful.

Notifying Knowledge Managers

Flagged articles appear in the Knowledge Base Administration module, allowing managers to track and resolve flagged issues.

A: To mark an article to read later

Incorrect: There is no built-in "read later" feature in ServiceNow Knowledge Management.

Instead, users can bookmark an article for quick access.

B: Allow a user to submit feedback about an article

Incorrect:

Feedback is submitted through the Feedback feature, which allows users to rate articles and provide comments.

Flagging is specifically for error reporting, not general feedback.

Key Purposes of Flagging an Article: Why Other Options Are Incorrect?

Flagging Knowledge Articles

Flagging an Article for Review

Managing Flagged Articles

Knowledge Management Administration

References from ServiceNow CSA Documentation:

### **NEW QUESTION: 102**

Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services. However, both departments have their own service catalogs. What do you do, to support these requirements?

- A.** Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
- B.** Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.
- C.** Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
- D.** Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

**Answer: B (LEAVE A REPLY)**

ServiceNow allows a single Catalog Item to be published to multiple service catalogs, avoiding duplication while ensuring accessibility for the right users.

Instead of creating duplicate catalog items (which would require managing two separate items with the same functionality), we create one Catalog Item and publish it in both catalogs (HR and Facilities).

This approach ensures centralized management while maintaining accessibility for both departments.

It simplifies updates—any changes to the form or workflow will apply to both catalogs automatically.

Why is Option B Correct?

Why Are the Other Options Incorrect? **A.** Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.

Incorrect because it creates duplicate catalog items with the same functionality, increasing maintenance effort.

**C:** Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.

Incorrect because there is no "Parent Catalog" concept in ServiceNow.

ServiceNow allows publishing a single item to multiple catalogs, but there is no need for a parent catalog.

D: Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Incorrect because ACLs restrict access at a field, table, or record level, but they do not control where a Catalog Item appears.

The correct approach is to publish the item to multiple catalogs rather than using ACLs.

ServiceNow Service Catalog Management - Publishing Items to Multiple Catalogs  
ServiceNow ITSM - Best Practices for Catalog Item Reusability  
ServiceNow CSA Guide - Managing Service Catalogs and Items  
References to Official Certified System Administrator (CSA) Documentation:

### NEW QUESTION: 103

What is the difference between a UI Policy and Data Policy?

- A. Data Policies run only after UI Policies run successfully
- B. Data Policies run when data is entered through the form, by an Import Set, or by web services, while UI Policies are set only by web services
- C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
- D. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies

Answer: C ([LEAVE A REPLY](#))

### NEW QUESTION: 104

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule must not run before a database action occurs
- C. A business rule monitors fields on a form
- D. A business rule can be a piece of Javascript

Answer: D ([LEAVE A REPLY](#))

### NEW QUESTION: 105

What icon do you use to change the icon and color on a Favorite?

- A. Pencil
- B. Star
- C. Clack
- D. Triangle

Answer: A ([LEAVE A REPLY](#))

In ServiceNow, the Pencil (#) icon is used to edit and customize Favorites in the Application Navigator.

Open the Application Navigator.

Locate the Favorites section.

Click the Pencil (#) icon next to the favorite you want to edit.

Choose a new icon and color.

Click Save to apply changes.

B: Star

The Star icon is used to add or remove a favorite, not edit it.

C: Clock

The Clock icon represents Recently Viewed items, not Favorites customization.

D: Triangle

No Triangle icon is used for modifying Favorites in ServiceNow.

Reference: ServiceNow CSA Documentation - Customizing Favorites

ServiceNow Product Documentation - Personalizing the Application

Navigator (<https://docs.servicenow.com>)

### NEW QUESTION: 106

Which type of interface enables you to display multiple performance analytics, reporting and other widgets on

a single screen?

A. Dashboard

B. Form

C. Timeline

D. List

Answer: A ([LEAVE A REPLY](#))

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam!

BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com

CSA exam **questions have been updated** and **answers have been corrected** get the

**newest** BraindumpsPass.com CSA dumps with Test Engine here:

<https://www.braindumps.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As

Dumps, **40%OFF Special Discount: Exam-Tests**)

### NEW QUESTION: 107

On what part of the ServiceNow instance, would you find the option to impersonate User?

A. Module

B. Content Frame

C. User Menu

D. Application Navigator

Answer: C ([LEAVE A REPLY](#))

### NEW QUESTION: 108

Which icon would you double click, to expand and collapse the list of all Applications and Modules?



- A. Star
- B. Clock
- C. Application
- D. Funnel

**Answer: C (LEAVE A REPLY)**

Reference:

<https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-n>

### NEW QUESTION: 109

What is a quick way to create a report from a list view?

- A. Click on filter breadcrumb, drag and drop on the Report > Create New module
- B. Click Funnel, define filter conditions, click Create Report
- C. Click Context Menu, select Create Report
- D. Apply filter, right click on column header, select Bar Chart
- E. Apply filter, right click on column header, select Create Report

**Answer: (SHOW ANSWER)**

In ServiceNow, users can quickly generate a report from a list view without needing to navigate to the Reports module. The two main ways to do this are:

Steps:

Open any list view (e.g., Incident, Change, or any table-based list).

Click the three-line (hamburger) context menu on the top-left of the list.

Select Create Report to generate a basic report based on the current list view.

Modify report settings (e.g., visualization type, filters, groupings).

Save the report for future reference.

Steps:

Apply the necessary filters to refine the list view.

Right-click on a column header (e.g., Priority, State, Category).

Select Create Report from the context menu.

Configure the report visualization and save it if needed.

1. Using the Context Menu (Option C) 2. Right-click on a Column Header (Option E) Incorrect Answer Choices Explanation: A. Click on filter breadcrumb, drag and drop on the Report > Create New module There is no such drag-and-drop functionality for report creation in ServiceNow.

B: Click Funnel, define filter conditions, click Create Report

The Funnel icon is used to filter list views but does not directly generate reports.

D: Apply filter, right-click on column header, select Bar Chart

There is no direct "Bar Chart" option available when right-clicking on a column header.

Creating Reports from List Views

ServiceNow KB Article: KB0014148

Official CSA Documentation Reference: [https://ut.service-now.com/sp?id=kb\\_article&number=KB0014148](https://ut.service-now.com/sp?id=kb_article&number=KB0014148)

### NEW QUESTION: 110

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

- A. Group members can choose their tasks from My Groups Work
- B. Groups can assign tasks to users based on skills
- C. Groups can assign tasks to users based on on-call schedules
- D. Group members can avoid tasks, which are nearing SLA breach
- E. Groups can assign tasks to users based on availability
- F. Site support members can pick tasks, based on Location

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 111

What information does the System Dictionary contain?

- A. The human-readable labels and language settings
- B. The definition for each table and column
- C. The information on how tables relate to each other
- D. The language dictionary used for spell checking

Answer: B ([LEAVE A REPLY](#))

The System Dictionary in ServiceNow stores and maintains the metadata about tables and fields in the platform.

It contains definitions for each table and column, including field data types, default values, and attributes.

Stores table and field definitions, including:

Column names

Data types (e.g., String, Integer, Reference)

Attributes (e.g., unique, read-only, required)

Default values

Ensures data integrity by defining the structure of database tables.

Used by administrators to modify or extend existing tables.

Allows the creation of custom fields in tables.

Key Features of the System Dictionary (sys\_dictionaryTable):

Navigate to: System Definition # Dictionary

Search for a table or field to view its metadata.

Modify attributes (if needed) to customize table behavior.

How to Access the System Dictionary:

A: The human-readable labels and language settings- Incorrect.

Human-readable labels are stored in the sys\_documentation table, not the System Dictionary.

C: The information on how tables relate to each other- Incorrect.

Table relationships are stored in the Schema Map, not the System Dictionary.

D: The language dictionary used for spell checking- Incorrect.

Spell checking and translations are managed in system localization settings, not the System Dictionary.

Explanation of Incorrect Answers:

ServiceNow Product Documentation # System Dictionary (sys\_dictionary)

ServiceNow CSA Study Guide # Understanding Tables and Fields

ServiceNow Developer Documentation # Dictionary and Table Structure

References from Certified System Administrator (CSA) Documentation: Would you like me to verify another question? #

### **NEW QUESTION: 112**

What is the definition of a group?

- A. A team of users
- B. An escalation pod
- C. A department
- D. A collection of subject matter experts
- E. A collection of users

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 113**

What do you call any component that needs to be managed in order to deliver services?

- A. CSDM Items
- B. CMDB
- C. Configuration item
- D. Service Offerings
- E. Asset

**Answer:** ([SHOW ANSWER](#))

Reference: <https://infocenter.io/servicenow-cmdb-implementation/>

### **NEW QUESTION: 114**

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A. Field Transform
- B. Transform Map
- C. Schema Map
- D. Import Map

**Answer: B (LEAVE A REPLY)**

A Transform Map in ServiceNow is used to define how imported data from external sources (such as CSV files, Excel sheets, or third-party integrations) is mapped into the target table within the platform.

They allow administrators to define field mappings between the import set table and the target table. Can include field transformations, such as converting data formats or merging values. Supports scripted transformations using onBefore and onAfter scripts.

A: Field Transform- No such module exists in ServiceNow. Transform Maps handle field transformations.

C: Schema Map- The Schema Map visualizes table relationships but does not handle data imports.

D: Import Map- This is not a valid ServiceNow module. The correct term is Transform Map.

ServiceNow Transform Maps Documentation

ServiceNow CSA Training Module: "Importing Data and Transform Maps"

Key Features of Transform Maps: Why Other Answers Are Incorrect: References from Certified System Administrator (CSA) Official Documentation:

### NEW QUESTION: 115

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Scheduled Reports
- B. Analytics Reports
- C. Reporting
- D. Performance Analytics

**Answer: D (LEAVE A REPLY)**

### NEW QUESTION: 116

Which of the following is used to initiate a flow?

- A. An Event
- B. A Trigger
- C. A spoke
- D. Core Action

**Answer: (SHOW ANSWER)**

### NEW QUESTION: 117

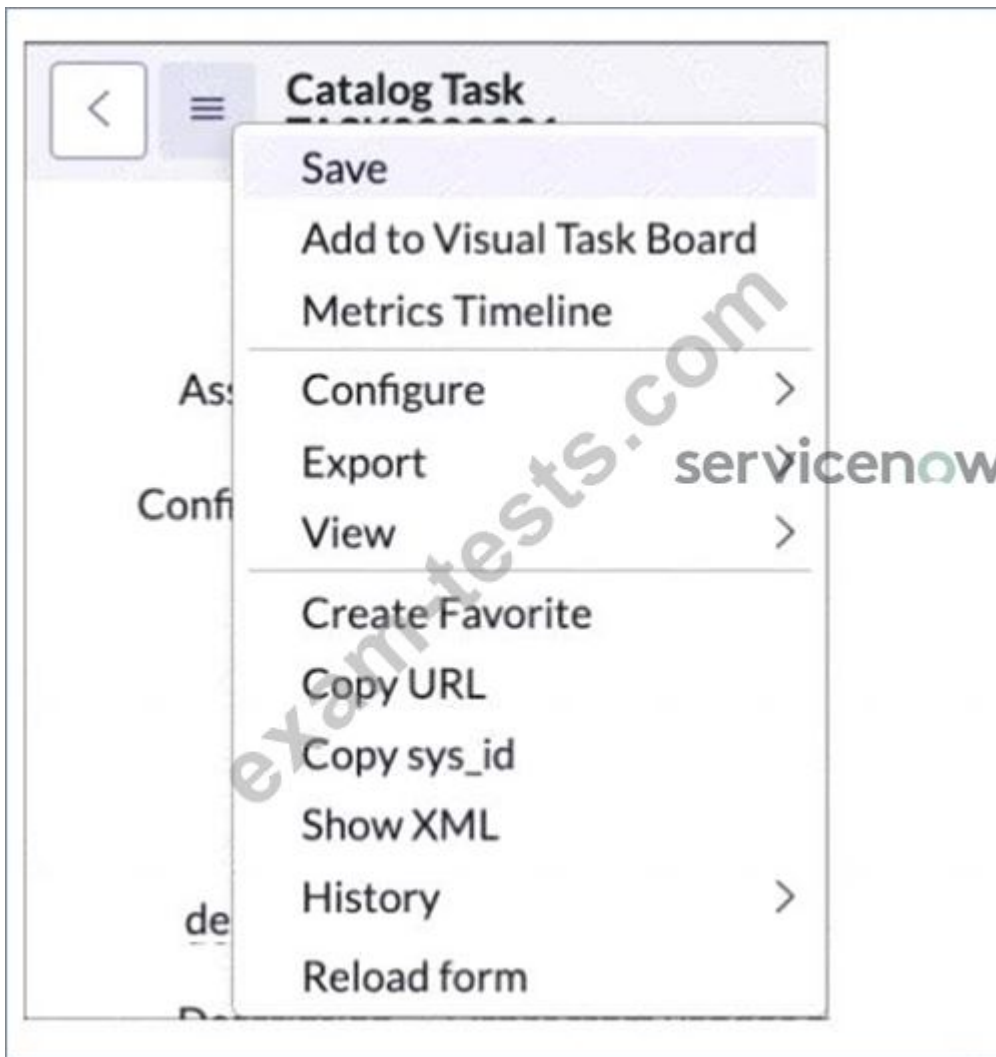
Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- A. Add the role Log Write [sn\_log\_write] to the Impersonator Group
- B. Create user update set for impersonation tracking
- C. Activate the glide.sys.log\_impersonation prop
- D. From User icon, select Elevate Roles
- E. On the Impersonator role record, right click and select Create Log

**Answer:** ([SHOW ANSWER](#))

Reference [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0717055](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055)

### NEW QUESTION: 118



Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > Configure > Dictionary
- B. The Form Context menu > View > Show Table
- C. The Form Context menu > View > Table
- D. The Form Context menu > Configure > Table

**Answer:** D ([LEAVE A REPLY](#))

### NEW QUESTION: 119

Which feature can be used to categorize a set of records from a list and make them visible to other users?

- A. Tags
- B. History
- C. Favorites
- D. Activity Formatter

**Answer: ([SHOW ANSWER](#))**

In ServiceNow, Tags allow users to categorize and group records in a list. Tagged records are visible to others if set to public or shared with specific users or groups.

A: Tags

Tags help users organize and quickly locate records.

Tags can be private (Me) or shared (Everyone, Groups, or Specific Users).

Example:

A support team might tag critical incidents with "Urgent" for easy tracking.

B: History

The History module shows recently accessed records but does not categorize or share records.

C: Favorites

Favorites allow users to bookmark specific records or lists for quick access, but they are private and not shared with others.

D: Activity Formatter

The Activity Formatter tracks changes and updates in a record (e.g., who modified the record, comments added), but it does not categorize or share records.

References: ServiceNow Documentation: Using Tags in Lists

ServiceNow User Guide: Managing and Sharing Tags

### **NEW QUESTION: 120**

What do you click when you have made modification to your report, and you want to see the results without saving?

- A. Execute
- B. Try it
- C. Run
- D. Test
- E. Preview

**Answer: ([SHOW ANSWER](#))**

In ServiceNow Reporting, when modifying a report, users can preview the results without saving by clicking the "Run" button. This executes the report with the current settings and displays the updated results before committing any changes.

C: Run

The "Run" button allows users to execute the report immediately to see updated results.

It helps users verify if filters, conditions, or visualizations are correct before saving the report.

Example: If a user changes the date range on an incident report, clicking "Run" updates the chart without saving the report permanently.

A: Execute

There is no "Execute" button in ServiceNow Reporting.

"Execute" is used in scripting (e.g., Business Rules, Scheduled Jobs), not for reports.

B: Try it

Not a valid option in ServiceNow Reporting.

Possibly confused with "Try It" in Flow Designer or Catalog Items.

D: Test

"Test" is used in Workflows, Business Rules, and Flow Designer, not in reports.

E: Preview

There is no "Preview" button for running reports.

"Preview" is typically used in UI Policies and Forms.

References: ServiceNow Documentation: Creating and Running Reports

ServiceNow Reporting Guide: Modifying Reports in Report Designer

### **NEW QUESTION: 121**

On the Form header, which icon do you use to access form templates?

A. Paperclip

B. Pages

C. Stamp

D. More Options {...}

**Answer: C (LEAVE A REPLY)**

In ServiceNow, the Stamp icon (#) in the Form Header is used to access Form

Templates. Templates allow users to quickly populate fields in a form with predefined values, improving efficiency and consistency.

Open a record form (e.g., Incident, Change, or Request form).

Click the Stamp (#) icon in the form header.

Select a template from the list.

The form fields will be pre-filled with the template's values.

A: Paperclip

The Paperclip icon is used to attach files to a record, not access templates.

B: Pages

No Pages icon is used for templates in ServiceNow.

D: More Options {...}

The More Options menu provides access to additional record actions, but templates are accessed using the Stamp icon.

Reference: ServiceNow CSA Documentation - Using Form Templates

ServiceNow Product Documentation - Creating & Applying Form

Templates (<https://docs.servicenow.com>)

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam! BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com CSA exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com CSA dumps with Test Engine here: <https://www.braindumpsPass.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

#### **NEW QUESTION: 122**

The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

- A. Ticket Resolver
- B. Incident Auto-Resolution
- C. Virtual Agent Helper
- D. Web Intelligence

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 123**

What are the benefits of building flows using Flow Designer? Choose 3 answers

- A. Supports easy integration with 3rd party systems
- B. Provides IDE for complicated scripting
- C. Provides natural-language descriptions of flow logic
- D. Supports No-Code application development
- E. Automatically populates SLA records
- F. Provides built-in libraries /API for complex coding

**Answer: A,C,D (LEAVE A REPLY)**

The following are the benefits of building flows using Flow Designer:

- \* C. Provides natural-language descriptions of flow logic: This allows users without programming experience to understand and modify flows, making them more accessible to a wider range of users.
- \* D. Supports No-Code application development: Flow Designer provides a visual interface and pre-built actions that allow users to automate processes without writing code. This can significantly reduce development time and effort.
- \* A. Supports easy integration with 3rd party systems: Flow Designer integrates with a variety of 3rd party systems through the Integration Hub, making it easy to connect your ServiceNow instance to external applications.

Flow Designer offers a low-code/no-code approach to building automation, simplifies complex logic with natural language descriptions, and integrates seamlessly with external systems.

References:

\* ServiceNow Product Documentation: Exploring Flow Designer -

<https://docs.servicenow.com/bundle>

[/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html](https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html)

\* ServiceNow Community: Flow Designer vs Workflow - <https://www.servicenow.com/community>

[/developer-forum/what-are-the-advantages-and-disadvantages-between-flow-designer/m-p/1407094](https://www.servicenow.com/community/developer-forum/what-are-the-advantages-and-disadvantages-between-flow-designer/m-p/1407094)

### **NEW QUESTION: 124**

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Agent Workspace
- B. Chat bot
- C. Virtual Agent
- D. Knowledge Chat
- E. Now Support

**Answer: C (LEAVE A REPLY)**

Virtual Agent is ServiceNow's AI-powered chatbot that provides assistance via a messaging interface. It helps users obtain information, make decisions, and complete common tasks without human intervention.

Conversational Interface# Users interact through chat to get information and perform tasks.

Automated Responses# Uses predefined topics and natural language understanding (NLU) to provide relevant answers.

Integration with ServiceNow Applications# Can create incidents, reset passwords, check order statuses, etc.

Available on Multiple Channels# Works with Microsoft Teams, Slack, and the ServiceNow portal.

A: Agent Workspace# A unified interface for agents to manage cases, not an AI chatbot.

B: Chat bot# A generic term; Virtual Agent is the official chatbot in ServiceNow.

D: Knowledge Chat# No such feature exists; however, Virtual Agent can integrate with the Knowledge Base.

E: Now Support# ServiceNow's customer support portal, not an AI-driven assistant.

Reference: ServiceNow Docs: Virtual Agent Overview

ServiceNow CSA Official Study Materials

**Valid CSA Dumps** shared by BraindumpsPass.com for Helping Passing CSA Exam!

BraindumpsPass.com now offer the **newest CSA exam dumps**, the BraindumpsPass.com

CSA exam **questions have been updated** and **answers have been corrected** get the

**newest** BraindumpsPass.com CSA dumps with Test Engine here:

<https://www.braindumpspass.com/ServiceNow/CSA-practice-exam-dumps.html> (502 Q&As  
Dumps, **40%OFF** Special Discount: **Exam-Tests**)