



Get PDF for ServiceNow CIS-HR Exam
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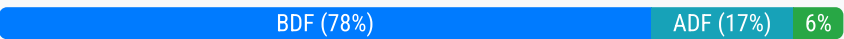
☐ Custom View Settings

An HR Admin without the System Admin role can do what? (Choose three.)

- A. Grant roles to users or groups
- B. Modify the HR Administration > Properties
- C. Reset user passwords
- D. Create HR Criteria
- E. Configure business rules
- F. Add users to groups

Correct Answer: ACF

Community vote distribution



- ☐

som_420

Highly Voted

1 year, 5 months ago

Selected Answer: BDF

I think the answer should be : BDF

upvoted 7 times
- ☐

randyFarner

Most Recent

3 months, 1 week ago

Selected Answer: BDF

BDF - confirmed in my instance

upvoted 1 times
- ☐

brownbear324

5 months ago

Selected Answer: DF

Technically, only DF are correct. HR Implementation pg. 162

upvoted 1 times
- ☐

MarlyB

8 months, 1 week ago

Selected Answer: BDF

Not C, so BDF --> Platform HR Admins cannot change the password of any user with a scoped HR role (page 13)

upvoted 2 times
- ☐

aasked

1 year ago

Selected Answer: BDF

The answer BDF

upvoted 1 times
- ☐

XanderLay

1 year ago

BDF 100%

upvoted 1 times
- ☐

stophs

1 year, 2 months ago

Selected Answer: BDF

sorry BDF are correct

upvoted 3 times
- ☐

stophs

1 year, 2 months ago

Selected Answer: ADF

a d f are correct

https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/c_ManageRoles.html

upvoted 3 times
- ☐

MrBravo

1 year, 4 months ago

BDF should be right.
upvoted 4 times

☐ ☐ **zebbie** 1 year, 4 months ago
The answer is BDF
upvoted 3 times

Question #2

Topic 1

After the HR Admin [sn_hr_core.admin] role has been removed from the Admin role, how may a user with only the Admin role add members to HR groups?

- A. The Admin must elevate their role to security_admin to add members to HR groups.
- B. The Admin follows the same process as with any group membership change.
- C. The Admin can no longer add members to HR groups.
- D. The Admin must impersonate an HR Admin to add members to HR groups.

Correct Answer: C

Community vote distribution



☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: C

https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/concept/c_ManageRoles.html
upvoted 1 times

☐ ☐ **MarlyB** 8 months, 1 week ago
Also page
18 HR Fundamentals ebook
upvoted 1 times

☐ ☐ **Armilio** 1 year ago
It's B, try it on your
instance. The admin can always add users to groups.
upvoted 1 times

☐ ☐ **Armilio** 1 year ago
Sorry,
wrong, i didn't logged out from
the instance
upvoted 3 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: C

correct
upvoted 1 times

In the Create Bulk Cases module, which Filter by options are available in the dropdown? (Choose four.)

- A. Document Template
- B. Upload File
- C. HR Service Template
- D. User Criteria
- E. HR Template
- F. HR Profiles
- G. HR Criteria

Correct Answer: *BDFG*

Community vote distribution



☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: BDFG

Correct

upvoted 1 times

☐ ☐ **bleckjeckkk** 12 months ago

Selected Answer: BDFG

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/task/bulk-case-segment.html>

upvoted 2 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: BDFG

correct

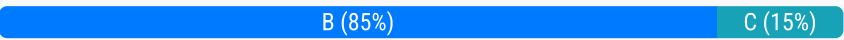
upvoted 2 times

If you have both Admin and HR Admin roles and wanted to configure an Access Control for the Employee Relations Cases table, what must first be done?

- A. Add the Delegated Developer role to your User record
- B. From the User dropdown in the banner, elevate your role to security_admin
- C. Manually add the security_admin role to your User record
- D. Nothing would need to be done

Correct Answer: A

Community vote distribution



- ☐ ☐ **Shroop** 1 month ago
Selected Answer: B
You can't do ACLs without elevating to security admin and you cannot just add security admin to yourself.
upvoted 1 times
- ☐ ☐ **Mimmi_** 5 months, 2 weeks ago
Selected Answer: B
Answer is B
upvoted 1 times
- ☐ ☐ **MarlyB** 8 months, 1 week ago
Selected Answer: B
Because duhh :)
upvoted 2 times
- ☐ ☐ **Dela803** 11 months, 3 weeks ago
B is correct
upvoted 2 times
- ☐ ☐ **Lucky62** 1 year, 1 month ago
Selected Answer: B
B correct
upvoted 3 times
- ☐ ☐ **stophs** 1 year, 2 months ago
Selected Answer: B
b is corretc
upvoted 4 times
- ☐ ☐ **LQMH** 1 year, 4 months ago
Correct answer is B. You must elevate tole to security_admin.
upvoted 4 times
- ☐ ☐ **zebbie** 1 year, 4 months ago
Correct answer is B! You can't manually assign security_admin role without having the security_admin role itself and to have it yous should first Elevate role
upvoted 3 times
- ☐ ☐ **som_420** 1 year, 5 months ago
Selected Answer: C
Correct Answer : C

Manually add the security_admin role to your User record provided the logged in user has security_admin role because only user with security_admin role can give this role to another admin.

upvoted 2 times

Question #5

Topic 1

What type of information does the HR Profile contain?

- A. Personal employee data
- B. Group membership and role information
- C. User login and department information
- D. A user's password

Correct Answer: A

Community vote distribution



☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: A

https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_HRProfileRecords.html

upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

Correct

upvoted 1 times

How many User Criteria Records may be applied to a single KB or KB Article?

- A. Only two
- B. Only three
- C. Unlimited
- D. Only one

Correct Answer: A

Community vote distribution



- som_420

Highly Voted

1 year, 5 months ago

Selected Answer: C

Correct Answer should be :
C
upvoted 6 times
- MarlyB

Most Recent

8 months, 1 week ago

Selected Answer: C

Says nothing about a limit,
so C -->
https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html
upvoted 1 times
- rojoduarte

10 months ago

Selected Answer: C

Unlimited
upvoted 1 times
- Dela803

11 months, 3 weeks ago

C is Correct
upvoted 2 times
- Lucky62

1 year, 1 month ago

Selected Answer: C

C tested
upvoted 2 times

In the base ServiceNow instance, how are User Criteria used?

- A. To control which users can access the HR Case application
- B. To control what a user sees in the information and suggested reading widgets
- C. To control read and write access to Knowledge bases and articles
- D. To control which users can access the HR Service Portal

Correct Answer: C

Community vote distribution



☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: C

<https://docs.servicenow.com/bundle/vancouver-platform-user-interface/page/build/service-portal/concept/user-criteria.html>
upvoted 1 times

☐ ☐ **Dela803** 11 months, 3 weeks ago

Correct is C
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: C

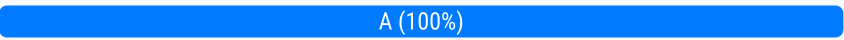
correct
upvoted 1 times

Which of the following are true for an HR application as it relates to the User [sys_user] Table and the HR Profile [sn_hr_core.profile] Table?

- A. Both are required.
- B. Only HR Profile table is required in HR.
- C. Neither are required.
- D. Only the User table is required in HR.

Correct Answer: A

Community vote distribution



☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

Correct
upvoted 1 times

In the base instance, what determines the conditions a Case must meet before it can be assigned to an agent?

- A. Matching Rules
- B. Client Rules
- C. ACLs
- D. Escalation Rules

Correct Answer: A

Community vote distribution



☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: A

Advanced Work Assignment (AWA) or Assignment and Matching rules determine the Assignment Group and Assignee. Skills may also be part of the assignment process (page 38)
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

correct
upvoted 2 times

What role is required, at a minimum, to view confidential HR Profile data?

- A. HR Admin [sn_hr_core.admin]
- B. HR Basic [sn_hr_core.basic]
- C. LE Admin [sn_hr_le.admin]
- D. HR Manager [sn_hr_core.manager]

Correct Answer: B

Community vote distribution



☐ ☐ **1ce8087** 6 months ago
B is correct

sn_hr_core.basic contains the role
sn_hr_core.profile_writer

https://docs.servicenow.com/bundle/washingtondc-employee-service-management/page/product/human-resources/concept/c_HRProfileSecurity.html
upvoted 1 times

☐ ☐ **Dela803** 11 months, 3 weeks ago
D is correct
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago
Selected Answer: B
correct
upvoted 3 times

What types of HR Document templates may be created in ServiceNow? (Choose two.)

- A. Document Templates
- B. Word document templates
- C. PDF document templates
- D. Text document templates

Correct Answer: AC

Community vote distribution

AC (100%)

☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: AC

https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_HRDocumentTemplates.html
upvoted 2 times

☐ ☐ **Dela803** 11 months, 3 weeks ago

A, C is correct
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: AC

correct
upvoted 1 times

What are the advantages of removing the HR Admin role from the system Admin role after the HR Implementation tasks have been completed? (Choose two.)

- A. This ensures that HR has control over further HR configurations.
- B. The HR Admin role should remain a part of the system Admin role.
- C. This ensures that confidential HR data is only accessible to users with an HR role.
- D. It is not necessary because the system Admin always has access to all HR data.

Correct Answer: AC

Community vote distribution

AC (100%)

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: AC

correct
upvoted 1 times

What does ServiceNow now call the HR application?

- A. HRDS - HR Deliver Service
- B. HRSM - HR Service Management
- C. HRMS - HR Management System
- D. HRSD - HR Service Delivery

Correct Answer: *D*

☐ ☐ **kevinnchristian** 10 months, 1 week ago

Correct: D

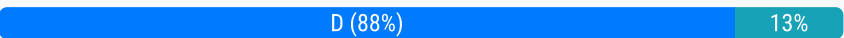
upvoted 1 times

What defines an employee's access to the HR Service Portal / Employee Service Center?

- A. Group membership
- B. User Criteria
- C. HR Criteria
- D. Client Roles

Correct Answer: D

Community vote distribution



☐ ☐ Rai0704 4 months, 2 weeks ago

Selected Answer: C

HR criteria uses the standard platform condition builder to support complex conditions for controlling the Employee Center content that employees see when logged in.

HR criteria:
- Filters content on the Employee Center

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/hr-criteria.html>
upvoted 1 times

☐ ☐ MarlyB 8 months, 1 week ago

Selected Answer: D

https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_ClientRoles.html
upvoted 3 times

☐ ☐ MarlyB 8 months, 1 week ago

Also page 53 of Fundamentals ebook: Client Roles grant employees access to HR-specific parts of the system for self-service
upvoted 2 times

☐ ☐ mahkam 1 year, 3 months ago

Selected Answer: D

correct
upvoted 2 times

☐ ☐ som_420 1 year, 5 months ago

Selected Answer: D

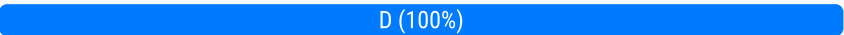
correct
upvoted 2 times

What kind of records do HR Requests create?

- A. HR Incidents
- B. HR Files
- C. HR Problems
- D. HR Cases

Correct Answer: D

Community vote distribution



☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: D

Page 21 HR Fundamentals
ebook
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: D

correct
upvoted 1 times

In the HR Guided Setup Module, why are some tasks locked in the Task view?

- A. They require an elevated role to access.
- B. They are deprecated tasks that should not be completed.
- C. They require other tasks to be completed first.
- D. They require a plugin to be activated first.

Correct Answer: D

Community vote distribution



☐ ☐ **Gil1211** 7 months, 1 week ago

Selected Answer: D

Correct

upvoted 1 times

☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: D

Page 34 implementation
ebook: Some tasks may be locked because they require
a plugin to be activated.

upvoted 2 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Both C and D are correct as
per the documentation which states:
Lock icon
When it appears in front of an activity, task, or
subtask, you cannot access the item. You may need to
activate a plugin or complete a prerequisite task to
unlock it.

upvoted 2 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: D

Correct

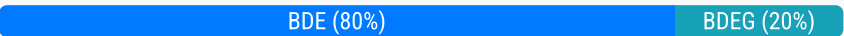
upvoted 2 times

Which of the following are examples of HR application scopes? (Choose four.)

- A. Human Resources: COE
- B. Human Resources: Core
- C. Human Resources: Knowledge
- D. Human Resources: Integrations
- E. Human Resources: Lifecycle Events
- F. Human Resources: Global
- G. Human Resources: Service Portal

Correct Answer: BDEG

Community vote distribution



- ☐

diana12 2 months, 2 weeks ago

BDE; There are core, employee relations, integrations, lifecycle events, lifecycle enterprise

upvoted 1 times
- ☐

GGIRARD 2 months, 3 weeks ago

Selected Answer: BDE

this is not 'Human Ressources : Service Portal' but just 'Employee Center' (scope)

upvoted 1 times
- ☐

LuffyV 5 months, 3 weeks ago

Selected Answer: BDE

Corrent answer
Human resource : core
Human resource : Integration
Human resource : Life Cycle event
Human resource : Employee relation
Human resource : Life Cycle event enterprise

upvoted 3 times
- ☐

som_420 1 year, 5 months ago

Selected Answer: BDEG

Correct

upvoted 1 times

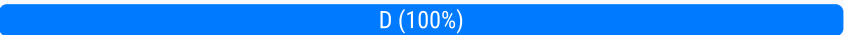


How can an HR Administrator or Content writer limit which employees will see content on the Employee Service Center?

- A. All employees will see the same information
- B. Client roles automatically limit what is visible to employees
- C. Using User Criteria
- D. Using HR Criteria

Correct Answer: C

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

HR Fundamentals ebook page
110: HR Criteria are sets of filters used to define the audience for HR content or Bulk HR Cases. HR Criteria may be used to determine what an employee sees on the Employee Center Pro.
upvoted 1 times

☐ ☐ **Dela803** 11 months, 3 weeks ago

Selected Answer: D

user criteria is used for knowledge Article Access VA HR criteria is use for Portal access.
D is correct
upvoted 1 times

☐ ☐ **Dela803** 11 months, 3 weeks ago

D
user cariteria is used for knowledge Article Access VA HR criteria is use for Portal access.
upvoted 1 times

☐ ☐ **tymoN** 11 months, 3 weeks ago

Selected Answer: D

It should be D
upvoted 1 times

☐ ☐ **XanderLay** 1 year ago

D for sure
upvoted 1 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: D

D correct
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: D

I think answer should be :
D

HR criteria defines the audience for HR content, services, or cases. You can make information available to or create an HR case for specific groups, individuals, or to all employees using HR criteria.
upvoted 4 times

If the Audience field has been configured on a Lifecycle Event Activity, what will the system do if the subject person does not meet the criteria for that Activity?

- A. the activity must be manually closed by the HR professional
- B. the Lifecycle Event will be canceled
- C. the activity must be manually closed by the Subject person
- D. the activity will be skipped

Correct Answer: C

Community vote distribution

D (100%)

- CLowe**

Highly Voted

1 year, 3 months ago
- Correct answer is D.
"If employee does not meet the criteria, the activity will be skipped". Page 106
upvoted 7 times

som_420

Highly Voted

1 year, 5 months ago

Selected Answer: D
Correct Answer : D
upvoted 5 times

brownbear324

Most Recent

5 months, 2 weeks ago

Selected Answer: D
D is the answer.
Implementation ebook, pg. 84
upvoted 1 times

MarlyB

8 months ago

Selected Answer: D
Page 84 of HR
Implementation ebook
upvoted 1 times

OyaO

9 months, 3 weeks ago

D. From the Implementaion
training book: "Audience records contain sets
of filters used to define who may view content. When
an Audience is defined on a Lifecycle event
activity, but not on activity set, the activity will
only be triggered if the employee meets the
conditions. In the example shown, the task will only
be triggered if the employee is remote. If an
employee does not meet the criteria, the activity
will be skipped"
upvoted 2 times

stophs

1 year, 2 months ago

Selected Answer: D
d is correct
upvoted 2 times

The ServiceNow SIM methodology is based around what generic methodologies?

- A. Waterfall and Rapid Application Development (RAD)
- B. Agile and Waterfall
- C. Prince
- D. Scrum and XP

Correct Answer: D

Community vote distribution



☐ ☐ **som_420** **Highly Voted** ☐ 1 year, 5 months ago

Selected Answer: B

I think right answer should
be : B - Agile and waterfall.
upvoted 6 times

☐ ☐ **MarlyB** **Most Recent** ☐ 8 months ago

Selected Answer: B

Definitely Agile
upvoted 3 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: B

B korrekt
upvoted 2 times

☐ ☐ **CLowe** 1 year, 3 months ago

B - Agile & Waterfall.
upvoted 2 times

☐ ☐ **MrBravo** 1 year, 4 months ago

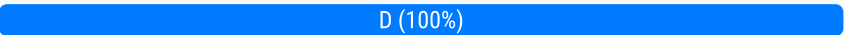
Correct is B - Agile and
Waterfall
upvoted 2 times

If an HR Services needs to be accessible to employees on the Employee Service Center, what field must be completed on the HR Service?

- A. Checklist
- B. Fulfiller Instructions
- C. Lifecycle Event type
- D. Record Producer

Correct Answer: D

Community vote distribution



☐ ☐ MarlyB 8 months ago

Selected Answer: D

HR Fundamentals ebook page
140: If you need to make an existing HR service available for employee self-service, you can configure a record producer to make the service available as an HR catalog item in the HR service catalog
upvoted 2 times

☐ ☐ som_420 1 year, 5 months ago

Selected Answer: D

correct
upvoted 2 times

HR Profiles may be created for multiple employees using conditions and criteria in which module?

- A. Create Human Resources Profile
- B. Create new Case
- C. Generate HR Profiles
- D. Bulk Cases

Correct Answer: C

Community vote distribution



☐ ☐ MarlyB 8 months ago

Selected Answer: C

HR Fundamentals ebook page
75: HR profiles for multiple employees may be created using the Generate HR Profiles module.
upvoted 2 times

☐ ☐ som_420 1 year, 5 months ago

Selected Answer: C

Correct
upvoted 2 times

User authentication and Instance restriction are examples of what type of security?

- A. Physical Security
- B. Roles and Groups
- C. Contextual Security
- D. Platform Access

Correct Answer: D

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

HR Implementation ebook
page 149: Under Platform Access you find User
Authentication, Instance Restriction and Scoped
Application.
upvoted 2 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: D

correct
upvoted 3 times

If the HR Service does not have any Case options specified, HR Documents must be manually generated for the HR Case.
In this situation, who is able to generate an HR document for the Case?

- A. Any HR professional
- B. Only an HR Admin
- C. Only an HR Manager
- D. Only the assigned to person

Correct Answer: C

Community vote distribution



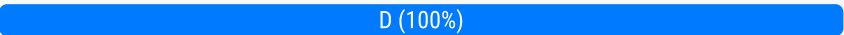
- ☐ ☐ **MarlyB** 8 months ago
Selected Answer: D
HR Fundamentals ebook page 116
upvoted 3 times
- ☐ ☐ **OyaO** 9 months, 3 weeks ago
Selected Answer: D
From the Fundamentals training book: "Only the assigned HR professional can manually generate the associated HR Document on a Case"
upvoted 3 times
- ☐ ☐ **Lucky62** 1 year, 1 month ago
Selected Answer: D
D korrect
upvoted 1 times
- ☐ ☐ **schaparro** 1 year, 2 months ago
Selected Answer: D
The correct answer is D
upvoted 3 times
- ☐ ☐ **CLowe** 1 year, 3 months ago
Looks like D
upvoted 2 times
- ☐ ☐ **Lybla** 1 year, 4 months ago
Definitely D
upvoted 2 times
- ☐ ☐ **som_420** 1 year, 5 months ago
Is it D?
upvoted 3 times

When does the HR Template populate information on the HR Case form?

- A. When the Opened for person is selected
- B. When the Assignment group is selected.
- C. When the HR Case Type is selected.
- D. When the HR service is selected on the HR Case Creation form.

Correct Answer: D

Community vote distribution



☐ ☐ MarlyB 8 months ago

Selected Answer: D

HR Fundamentals ebook page
105: The HR Template associated with the HR Service
is used to complete the defined fields on the Case
Form
upvoted 1 times

☐ ☐ som_420 1 year, 5 months ago

Selected Answer: D

Correct
upvoted 1 times

The HR Profile table is used to track information for what Employment types? (Choose three.)

- A. Other
- B. Potential Employee
- C. Full Time Employee
- D. Temporary Employee
- E. Spouse
- F. Contractor

Correct Answer: CDF

Community vote distribution



☐ ☐ P00H1213 10 months, 1 week ago

Correct
upvoted 1 times

☐ ☐ som_420 1 year, 5 months ago

Selected Answer: CDF

Correct
upvoted 1 times

If the HRSD application is scoped, why can the System Administrator initially access all HR applications after the plugin has been installed?

- A. When the HR plugins are installed, the necessary HR roles are added to the Admin role.
- B. The roles were manually granted by a ServiceNow security user.
- C. The Admin will always have access to all HR tables and data.
- D. The roles were manually granted by an HR Admin.

Correct Answer: A

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Implementation ebook
page 30: The associated Admin role for each HR plugin is automatically added to the system Admin role so that they may assist with the initial implementation. After the implementation is complete, these roles may be removed from the Admin role for added security.

Also page 17 of the HR Fundamentals ebook.
upvoted 1 times

☐ ☐ **P00H1213** 10 months, 1 week ago

Correct
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

correct
upvoted 1 times

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that they get an error message about a Read operation from the HR scope to the Global scope being denied. You have verified that each Script Include was written correctly. What else must be done to allow the Script Includes to work in the HR application?

- A. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
- B. You must create a custom ACL to allow the script includes to work.
- C. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.
- D. You must change Scope for the script includes to work.

Correct Answer: A

Community vote distribution



☐ ☐ **som_420** **Highly Voted** ☐ 1 year, 5 months ago

Selected Answer: C

Correct Answer : C
upvoted 5 times

☐ ☐ **MarlyB** **Most Recent** ☐ 8 months ago

Selected Answer: C

It must be C with these options, but this is what the HR Implementation ebook (page 16) says: Customizations that reference a script include can lead to RCA errors when upgrading. To help prevent this issue, you can Add the appropriate RCA record / Reset the script include's caller access to none.
upvoted 2 times

☐ ☐ **P00H1213** 10 months, 1 week ago

Correct Answer : C
upvoted 1 times

☐ ☐ **XanderLay** 1 year ago

C 100%
upvoted 1 times

☐ ☐ **rex11** 1 year, 1 month ago

C is correct
upvoted 1 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: C

c korrekt
upvoted 1 times

☐ ☐ **bizonnen** 1 year, 2 months ago

Selected Answer: C

C, definitely
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago

Absolutely C
upvoted 1 times

☐ ☐ **BeepBopBoop** 1 year, 5 months ago

Definitely C
upvoted 1 times

In the HR Guided Setup Module, the Configuration View displays which of the following for a Category? (Choose three.)

- A. Properties
- B. Gauges
- C. Dashboards
- D. Lists
- E. Overviews
- F. Forms

Correct Answer: ADF

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: ADF

HR Implementation ebook
page 34
upvoted 3 times

☐ ☐ **Oya0** 9 months, 3 weeks ago

Selected Answer: ADF

From implementation
training book: "Configuration View: set
configurations through the corresponding forms,
lists, properties, etc. It also provides access to
contextual embedded help, contextual documentation
on the ServiceNow product documentation site, and
guided tour (if available for an activity)."
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: ADF

correct
upvoted 1 times

What method needs to be invoked from MatchingRuleProcessor class?

- A. processAndGetCandidates
- B. processAndGetUsers
- C. processAndGelList
- D. processAndGetArray

Correct Answer: A

Community vote distribution



☐ ☐ **schaparro** 1 year, 2 months ago

Selected Answer: A

The correct Answer is A

Reference:

https://docs.servicenow.com/csh?topicname=t_InvokeMatchingRuleAPI.html&version=latest

upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

correct

upvoted 1 times

If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

- A. HR Service and HR Template.
- B. HR Service, HR Template, and Record Producer.
- C. HR Service.
- D. HR Service, HR Template, Record Producer, and Lifecycle event type.

Correct Answer: C

Community vote distribution



☐ ☐ **brownbear324** 5 months, 4 weeks ago

Selected Answer: C

answer is HR Service. HR

Fundamentals ebook pg. 140: "If an HR Service

only needs to be available to HR Professionals, only the HR Service configuration is necessary."

upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: C

correct

upvoted 1 times

The Knowledge bases searched for the Knowledge results section on an HR Case are determined by what?

- A. Contextual Search configuration
- B. HR Service configuration
- C. HR Criteria configuration
- D. Knowledge Management configuration

Correct Answer: C

Community vote distribution



☐ ☐ **som_420** **Highly Voted** ☐ 1 year, 5 months ago

Selected Answer: A

Correct Answer : A
upvoted 8 times

☐ ☐ **randyFarner** **Most Recent** ☐ 3 months, 1 week ago

Selected Answer: A

From the guide: The Knowledge bases searched for the Knowledge results section on an HR Case are determined by the Contextual Search configuration.
upvoted 2 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Implementation ebook
page 187
upvoted 2 times

☐ ☐ **OyaO** 9 months, 3 weeks ago

Selected Answer: A

From the implementation training book: "The Knowledge bases searched for the Knowledge results section on an HR Case are determined by the Contextual Search configuration"
upvoted 3 times

☐ ☐ **XanderLay** 1 year ago

A 100%
upvoted 3 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: A

A correct
upvoted 3 times

When gathering requirements for HR Services, it is best to begin by defining the Service then working upwards, categorizing in progressively more detail.

What are the basic categories used?

- A. HR Service, Topic Detail, COE.
- B. HR Service, Topic Category, Activity Category, Activities, COE.
- C. HR Service, Topic Category, COE.
- D. HR Service, Topic Detail, Topic Category, COE.

Correct Answer: D

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

HR Implementation ebook
page 31
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: D

correct
upvoted 1 times

If a knowledge base and its articles have no user criteria selected, a user without a role can do what?

- A. read and contribute articles
- B. read articles, but not contribute
- C. can neither read nor contribute articles
- D. contribute, but not read articles

Correct Answer: B

Community vote distribution



- ☐

sunnydayz

1 year, 1 month ago

There seems to be a contradiction in the documentation and the settings:

This note indicates it's B:
https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

But it depends on a property to deny access which is turned on by default - that seems to indicate it's C:
https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeProperties.html

upvoted 1 times
- ☐

bleckjeckkk

12 months ago

based in the description for [glide.knowman.block_access_with_no_user_criteria] "Enter the value as true to deny *contribute access* to a knowledge base when Can Contribute or Can Read user criteria isn't set."

The default value for the property is "true"

Based on this description, I believe B is still the correct answer.

upvoted 1 times
- ☐

som_420

1 year, 5 months ago

Selected Answer: B

correct

upvoted 1 times

How does ServiceNow know which HR Template to use on an HR Case?

- A. The HR Template is referenced on the HR Service record.
- B. The HR Template is referenced on the record producer form.
- C. Each COE has a specific HR Template.
- D. The HR Template is selected directly on the Catalog item.

Correct Answer: D

Community vote distribution



☐ ☐ **som_420** **Highly Voted** ☐ 1 year, 5 months ago

Selected Answer: A

I think the right answer is
A
upvoted 5 times

☐ ☐ **randyFarner** **Most Recent** ☐ 3 months, 1 week ago

Selected Answer: A

Template field is on the HR
Service record and the Record Producer, but for HR,
the record to update is HR Service so A is correct.
upvoted 1 times

☐ ☐ **SND_EU** 5 months, 3 weeks ago

Selected Answer: A

A IS CORRECT
upvoted 1 times

☐ ☐ **XanderLay** 1 year ago

the answer is A
upvoted 3 times

☐ ☐ **bizonnen** 1 year, 2 months ago

Selected Answer: A

A it should be
upvoted 3 times

☐ ☐ **CLowe** 1 year, 3 months ago

Answer is A
HR Service Record
upvoted 4 times

What are the key differentiators between an HR Profile record and a User record? (Choose three.)

- A. The HR Profile stores the employee's assigned delegates.
- B. The HR Profile includes group membership information.
- C. The HR Profile includes employee organizational information like Colleagues.
- D. The HR Profile stores login credential information.
- E. The HR Profile may include employee marital status.
- F. The HR Profile is intended to store confidential employee data that is pertinent for HR.

Correct Answer: AEF

Community vote distribution



☐ ☐ **som_420** **Highly Voted** ☐ 1 year, 5 months ago

Selected Answer: CEF

I think answer should be -
CEF
upvoted 5 times

☐ ☐ **randyFarner** **Most Recent** ☐ 3 months, 1 week ago

Selected Answer: CEF

CEF - confirmed in my
instance.
upvoted 1 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: CEF

https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_HRProfileSecurity.html
upvoted 1 times

☐ ☐ **P00H1213** 10 months, 1 week ago

CEF is correct
upvoted 3 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: CEF

CEF is korrect
upvoted 3 times

☐ ☐ **CLowe** 1 year, 3 months ago

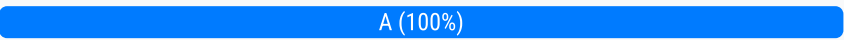
Colleagues can be found in
Related Lists
Answer is CEF
upvoted 3 times

If a customer has a huge employee population, complex organizational structures, and requires custom integrations and language translations, what level of configuration complexity would their project be considered?

- A. Drastic
- B. Low
- C. Major
- D. Nominal

Correct Answer: C

Community vote distribution



☐ ☐ **MarlyB** 8 months, 1 week ago

Selected Answer: A

Page 197 implementation
ebook
upvoted 3 times

☐ ☐ **OyaO** 9 months, 3 weeks ago

Selected Answer: A

From the implementation
training book:
Major Configuration: Applies to any customer that
wants to make significant changes to the base
instance. These customers often have a large
employee populations, varied business units with
varying business needs, and/or is global. These
customers may need custom integrations or language
translations.
Drastic Configuration: Applies to any customer who
suggests they would need exorbitant changes to the
base instance. These customers often have a huge
employee population, complex organizational
structures
upvoted 3 times

☐ ☐ **CLowe** 1 year, 3 months ago

A is correct.
Page 35 in HR Implementation eBook (Rome)
upvoted 3 times

☐ ☐ **rickkyrikk** 1 year, 5 months ago

Selected Answer: A

Definitely A
upvoted 4 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

Should be A
upvoted 4 times

When an employee completes a questionnaire on an Employee Form, on which table does the system store their answers?

- A. Form [sys_ui_form]
- B. Metric Result [asmt_metric_result]
- C. Question Answer [question_answer]
- D. HR Case [sn_hr_core_case]

Correct Answer: B

Community vote distribution

B (100%)

- ☐ ☐ **MarlyB** 8 months ago
- Selected Answer: B
- HR Implementation ebook
page 185: Because questions on the employee form are
built using the survey designer, the answers
collected are saved to the Metric Result table
upvoted 3 times
- ☐ ☐ **som_420** 1 year, 5 months ago
- Selected Answer: B
- Correct
upvoted 2 times

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

- A. Article Versions related list
- B. Knowledge feedback related list
- C. Affected Products related list
- D. Translated Versions related list

Correct Answer: D

Community vote distribution

D (100%)

- ☐ ☐ **MarlyB** 8 months ago
- Selected Answer: D
- <https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/employee-center/concept/upgrades-to-knowledge-article-translation-behavior-in-connected-content.html>
upvoted 1 times
- ☐ ☐ **som_420** 1 year, 5 months ago
- Selected Answer: D
- Correct
upvoted 2 times

When creating a PDF Document Template, where does the list of Document Revisions come from?

- A. From Managed Documents
- B. From Document Templates
- C. From Knowledge Articles
- D. From System Documents

Correct Answer: A

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Fundamentals ebook page
132
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

Correct
upvoted 2 times

Only users with which role, at a minimum, may view the confidential data on the HR Profiles table?

- A. Profile Writer [sn_hr_core.profile_writer]
- B. Profile Reader [sn_hr_core.profile_reader]
- C. HR Case Writer [sn_hr_le.case_writer]
- D. HR Case Reader [sn_hr_le.case_reader]

Correct Answer: A

Community vote distribution



☐ ☐ **som_420** **Highly Voted** ☐ 1 year, 5 months ago

Selected Answer: B

Correct Answer is B
upvoted 5 times

☐ ☐ **MarlyB** **Most Recent** ☐ 8 months ago

Selected Answer: B

HR Fundamentals ebook page
74: Data associated with the HR profile is stored
confidentially and is only viewable by HR
professionals with the Profile Reader
(sn_hr_core.profile_reader) role.
upvoted 2 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: B

B is correct
upvoted 2 times

☐ ☐ **CLowe** 1 year, 3 months ago

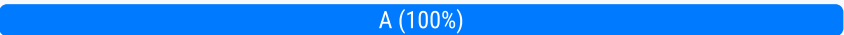
Definitely B
upvoted 2 times

What determines if a user can view a Knowledge article?

- A. Can/Cannot Read User Criteria
- B. Can/Cannot Contribute User Criteria
- C. HR Criteria
- D. ACL Rules

Correct Answer: A

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Fundamentals ebook page
167: to select User Criteria on the Knowledge
article level, the HR Admin will need to add the Can
Read and Cannot Read fields to the Knowledge Article
form.
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

Correct
upvoted 2 times

What do Client Roles define?

- A. Groups for the customer's clients.
- B. Roles that come into force if user uses a browser client.
- C. Named roles (eg VP of Operations, SVP Sales) for a customer's clients.
- D. Access for new hires, employees, alumni, contingent, and contract workers.

Correct Answer: D

Community vote distribution



- ☐

MarlyB 8 months ago

Selected Answer: D

HR Fundamentals ebook page 53

upvoted 1 times
- ☐

stophs 1 year, 2 months ago

Selected Answer: D

d is correct\$
https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/c_ClientRoles.html

upvoted 1 times
- ☐

som_420 1 year, 5 months ago

Selected Answer: D

correct

upvoted 2 times

When a Guided Setup task is marked as complete, how can it be reopened?

- A. Closed tasks cannot be reopened
- B. Click the Mark as Incomplete button
- C. Submit a request in HI
- D. Restart the Guided Setup entirely

Correct Answer: B

Community vote distribution



- ☐

stophs 1 year, 2 months ago

Selected Answer: B

b is correct
<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/core-configuration/concept/guided-setup.html>

upvoted 1 times
- ☐

som_420 1 year, 5 months ago

Selected Answer: B

Correct

upvoted 2 times

When creating a PDF Document template, the Document revision field must be completed.
How does the system determine which documents are available to be selected for this field?

- A. You must be a member of the Owning Group for the Managed Document
- B. All Documents are visible
- C. Your group memberships and the Document owner field on the Managed Document record
- D. You must have created the Managed Document record

Correct Answer: C

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: C

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/task/PDFTemplate.html>
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: C

correct
upvoted 2 times

What is used to create a link on an HR Case form that accesses information outside the application?

- A. HR Service
- B. Link Generator
- C. Restricted Caller Access
- D. COE Configuration

Correct Answer: B

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: B

HR Implementation ebook
page 186: The Link Generator is used to create a
link on the HR Case form that hyperlinks to an
external site.
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: B

correct
upvoted 2 times

When configuring a PDF Document Template, how does the system map form fields to ServiceNow fields?

- A. The Document field type on the PDF Template Mappings record
- B. The Preview value field on the PDF Template Mappings record
- C. The Mapping field on the PDF Template Mappings record
- D. The Document field on the PDF Template Mappings record

Correct Answer: A

Community vote distribution



☐ ☐ **mSimrat** 6 months, 2 weeks ago
C is correct
upvoted 1 times

☐ ☐ **mSimrat** 6 months, 2 weeks ago
In the PDF Document Template record, you'll find a related list called "Field Maps". Here, you can create new records to map each PDF form field to a ServiceNow field. You do this by specifying the PDF form field's name and selecting the corresponding ServiceNow field.
upvoted 2 times

☐ ☐ **MarlyB** 8 months ago
Selected Answer: C
HR Fundamentals ebook page 134
upvoted 1 times

☐ ☐ **OyaO** 9 months, 3 weeks ago
Selected Answer: C
From the fundemantals training book: he HR Leadership team wants to personalize PDF documents by using field mapping to pre-fill information from ServiceNow tables into HR Document Templates.
upvoted 1 times

☐ ☐ **nezlioly** 11 months, 1 week ago
Selected Answer: C
C is correct one.
upvoted 2 times

☐ ☐ **Swiper** 1 year, 1 month ago
Selected Answer: C
C is correct
upvoted 2 times

☐ ☐ **Luwei222** 1 year, 1 month ago
C is correct answers
upvoted 3 times

☐ ☐ **Lucky62** 1 year, 1 month ago
Selected Answer: C
C is correct

<https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/task/PDFTemplateMapping.html>
upvoted 3 times

- hrsd_geek

1 year, 2 months ago

correct answer is C ;
mapping field - Field that maps information into
your document.
<https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/task/edit-pdf-mappings.html>
upvoted 3 times
- som_420

1 year, 5 months ago

Selected Answer: A

correct
upvoted 2 times

Question #48

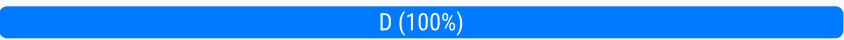
Topic 1

If the Match All field is checked on a User Criteria record, the user:

- A. Must satisfy at least one of the criteria to meet the conditions.
- B. Must satisfy at least of the criteria to meet the conditions.
- C. Must satisfy a majority percentage of the criteria to meet the conditions.
- D. Must satisfy all of the selected criteria to meet the conditions.

Correct Answer: A

Community vote distribution



- som_420

Highly Voted

1 year, 5 months ago

Selected Answer: D

Correct answer is D
upvoted 6 times
- brownbear324

Most Recent

5 months ago

Selected Answer: D

D is correct. HR
Fundamentals ebook p.169
upvoted 1 times
- MarlyB

8 months ago

Selected Answer: D

HR Fundamentals ebook page
169: If the Match All field is checked, the user
must satisfy all of the selected criteria to meet
the conditions.
upvoted 1 times
- Lucky62

1 year, 1 month ago

Selected Answer: D

D korrekt
upvoted 3 times
- schaparro

1 year, 2 months ago

Selected Answer: D

Correct answer is D
upvoted 3 times
- CLowe

1 year, 3 months ago

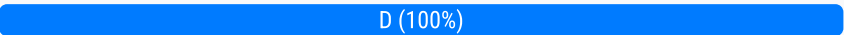
Must be D "all" =
Match all
upvoted 3 times

If a new HR Knowledge base is created, how can it be included in the Knowledge results section on the HR Case form?

- A. Add it to the HR Template
- B. Add it to the HR Service configuration
- C. All Knowledge bases are searched by default
- D. Add it to the Contextual Search configuration

Correct Answer: B

Community vote distribution



☐ ☐ **som_420** Highly Voted ☐ 1 year, 5 months ago

Selected Answer: D

Correct answer : D
upvoted 7 times

☐ ☐ **MarlyB** Most Recent ☐ 8 months ago

Selected Answer: D

HR Fundamentals ebook page
187: The Knowledge bases searched for the Knowledge results section on an HR Care are determined by the Contextual Search configuration. This means that if a customer has any new HR knowledge bases, those articles will not be returned in the knowledge results section unless the Contextual Search configuration is updated.
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago

Correct Answer is B.
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago
p.201 :
Correct answer is D: Contextual Search configuration
upvoted 4 times

How is the HR template associated with an HR service?

- A. On the HR service record
- B. On the Lifecycle Event Activity Set
- C. On the HR template record
- D. On the HR case

Correct Answer: D

Community vote distribution



☐ ☐ **som_420** **Highly Voted** ☐ 1 year, 5 months ago

Selected Answer: A

Correct Answer is A
upvoted 6 times

☐ ☐ **Mimmi_** **Most Recent** ☐ 5 months, 2 weeks ago

Selected Answer: A

A is correct
upvoted 1 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Implementation ebook
page 38: the HR Template associated with the HR
Service is used to complete the defined fields on
the Case form.
upvoted 2 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: A

A korrekt
upvoted 2 times

☐ ☐ **hrsd_geek** 1 year, 2 months ago

correct answer is A,
checked on ServiceNow HR service record page is
where the HR template will be associated with that
HR service
upvoted 1 times

☐ ☐ **stophs** 1 year, 2 months ago

Selected Answer: D

d is correct
<https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/hr-template-configuration.html>
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago

A is correct.
upvoted 1 times

Where does the HR Administrator define which HR Profile fields can be edited in the ServiceNow instance?

- A. HR Profile > Setup
- B. HR Administration > Properties
- C. HR Administration > Setup
- D. HR Profiles > Properties

Correct Answer: D

Community vote distribution



☐ ☐ **som_420** **Highly Voted** ☐ 1 year, 5 months ago

Selected Answer: B

Correct Answer : B
upvoted 5 times

☐ ☐ **MarlyB** **Most Recent** ☐ 8 months ago

Selected Answer: B

HR Implementation ebook
page 35: HR Administration --> Properties can be
used to configure HR profile fields editable by
users (editable fields on HR profile).
upvoted 2 times

☐ ☐ **P00H1213** 10 months, 1 week ago

Correct ans is B
upvoted 1 times

☐ ☐ **PrasannaV75** 1 year ago

B is correct
upvoted 1 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: B

B correct
upvoted 3 times

☐ ☐ **thru** 1 year, 3 months ago

Page 63 - B is the answer
upvoted 4 times

☐ ☐ **CLowe** 1 year, 3 months ago

B is correct answer
"HR Profile fields editable by users"
upvoted 3 times

What is the purpose of the Owning Group field on the HR Template?

- A. They approve the Template to be published.
- B. They own the Lifecycle Event.
- C. They manage updates to the Template.
- D. HR Cases are assigned to the Owning Group.

Correct Answer: A

Community vote distribution



- ☐

Lucky62

1 year, 1 month ago

Selected Answer: C

C correct
upvoted 2 times
- ☐

thru

1 year, 3 months ago

C -
<https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/task/configure-hr-case-template.htm>

upvoted 3 times
- ☐

som_420

1 year, 5 months ago

Selected Answer: C

Correct Answer : C
upvoted 4 times

The Enterprise Service Management Integrations framework contains common components to be used for integrating HR applications with third-party systems.

Which capability does the Enterprise Service Management Integrations framework leverage to communicate with external instances and third-party systems?

- A. Integration designer
- B. Flow designer
- C. Design Hub
- D. Mobile designer

Correct Answer: B

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: B

HR Implementation ebook
page 179: Enterprise Service Management Integrations
Framework provides a way to build HR integrations
using the Flow Designer.
upvoted 1 times

☐ ☐ **stophs** 1 year, 2 months ago

Selected Answer: B

B IS CORRECT
<https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/hr-integrations-framework.html>
upvoted 2 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: B

correct
upvoted 1 times

What are some of the benefits of having separate COE tables? (Choose two.)

- A. Allows for an extra layer of security within the HR organization.
- B. Allows HR case agents to gather the right information based on the Service.
- C. Eliminates the need for an HR case agent.
- D. Eliminates the need to create database views.

Correct Answer: AB

Community vote distribution



☐ ☐ MarlyB 8 months ago

Selected Answer: AB

HR Implementation ebook
page 32
upvoted 1 times

☐ ☐ som_420 1 year, 5 months ago

Selected Answer: AB

correct
upvoted 1 times

Who can generate the PDF document on an active HR Case?

- A. Only the Assigned to person
- B. Only the Subject Person's manager
- C. Only an HR manager
- D. Only the employee

Correct Answer: D

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Fundamentals ebook page
116: Only the assigned HR professional can manually
generate the associated HR Document on a Case.
upvoted 2 times

☐ ☐ **tymoN** 11 months, 3 weeks ago

Selected Answer: A

A is correct
upvoted 1 times

☐ ☐ **PrasannaV75** 1 year ago

A is correct
upvoted 1 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: A

A correct
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago

Answer is A
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

I think the right answer is
A - only the assigned to person, as the visibility
of the UI action button is usually restricted to the
assigned to. The assigned to clicks preview, then
afterwards a pop up window is generated displaying
the document then there is generate button
upvoted 3 times

What role is required to access the modules in the HR Integrations application?

- A. HR Lifecycle Event Case Writer [sn_hr_le.case_writer]
- B. HR Core Profile Reader [sn_hr_core.profile_reader]
- C. Admin [admin]
- D. HR Integrations Admin [sn_hr_integrations.admin]

Correct Answer: C

Community vote distribution



☐ ☐ **randyFarner** 3 months, 1 week ago

Selected Answer: D

from my instance: Roles:
sn_hr_integrations.admin
upvoted 1 times

☐ ☐ **foolishsoul4556** 7 months, 1 week ago

Selected Answer: D

Answer C wouldn't make sense as you are able to remove any HR capabilities from a System Administrator who has the admin role and they still wouldn't able to access the HR integrations as such sn_hr_integrations.admin role is required.
upvoted 2 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

HR Implementation ebook
page 172: It also creates a scoped Integrations Admin [sn_hr_integrations.admin] role that is required to configure the application.
upvoted 1 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: D

D correct
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago

Answer is D.
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: D

Correct Answer : D
upvoted 4 times

In the base ServiceNow platform, the Human Resources General Knowledge base has Can Contribute User Criteria set to Users with the [sn_hr_core.kb_write] role.

If a Knowledge article in the Human Resources General Knowledge base has no Can Contribute User Criteria set, what is the minimum role a user would need to edit the article?

- A. HR Admin [sn_hr_core.admin]
- B. HR Basic [sn_hr_core.basic]
- C. KB Reader [sn_hr_core.kb_reader]
- D. KB Writer [sn_hr_core.kb_writer]

Correct Answer: A

Community vote distribution



❑ ❑ **XanderLay** 1 year ago

Selected Answer: D

D is the minimum role required
upvoted 2 times

❑ ❑ **Lucky62** 1 year, 1 month ago

Selected Answer: D

D is correct as it is asking minimum role.
upvoted 3 times

❑ ❑ **schaparro** 1 year, 2 months ago

The correct answer is D.
The Can/Cannot Contribute user criteria are available only for knowledge bases. You can configure the Can/Cannot Read user criteria at the knowledge articles level.
When the article doesn't have User criteria set, then the user criteria of the knowledge base are evaluated. In this scenario, the Knowledge Base was configured with the [sn_hr_core.kb_writer] role in the Can Contribute User Criteria.

Reference:
<https://docs.servicenow.com/csh?topicname=user-access-knowledge.html&version=latest>
upvoted 3 times

❑ ❑ **som_420** 1 year, 5 months ago

Selected Answer: A

correct
upvoted 1 times

In which module can the HR admin manage the HR email address for incoming HR requests?

- A. HR Administration > Email Administration
- B. System Properties > Email Setup
- C. System Properties > Email Properties
- D. HR Administration > Properties

Correct Answer: D

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/task/t_HRProperties.html
upvoted 1 times

☐ ☐ **XanderLay** 1 year ago

Selected Answer: D

D is the answer.
First field on the HR Administration > Properties
page is:
General email address for HR requests.
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: D

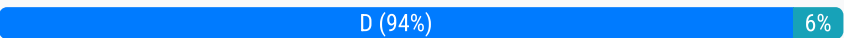
correct
upvoted 1 times

In the base ServiceNow configuration, when are HR Cases created after a Bulk HR case request is submitted?

- A. Twice per day using a scheduled job
- B. Every 6 hours using a scheduled job
- C. Once a day using a scheduled job
- D. Immediately

Correct Answer: B

Community vote distribution



☐ ☐ **hrsd_geek** **Highly Voted** ☐ 1 year, 2 months ago

correct answer is D - immediately. Scheduled jobs for creating bulk hr cases has been deprecated.

<https://docs.servicenow.com/bundle/tokyo-employee-service-management/page/product/human-resources/concept/bulk-case.html>
upvoted 10 times

☐ ☐ **XanderLay** **Highly Voted** ☐ 1 year ago

Selected Answer: D

Answer is D but technically they're not ALL created immediately. The request is queued and they are asynchronously created in the background
upvoted 8 times

☐ ☐ **mailnafora** **Most Recent** ☐ 6 months ago

Selected Answer: D

In here D, but there should be answer E stating that request is queued and delivered asynchronously.
upvoted 2 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

HR Fundamentals ebook page 109: When you submit a Bulk Case request, it is added to a queue and they are asynchronously in the background
upvoted 3 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: D

D correct
upvoted 1 times

☐ ☐ **stophs** 1 year, 2 months ago

Selected Answer: D

d is correct
upvoted 2 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: B

correct
upvoted 1 times

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

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

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

Correct Answer: D

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

HR Fundamentals ebook page 67

upvoted 1 times

☐ ☐ **XanderLay** 1 year ago

Selected Answer: D

Answer is D.
Assignment rule is trigger only if Assignment Group is empty (it does not use state or assigned to).
Matching rule is triggered after the assignment rule to find the assignment group member with the necessary skills, in the appropriate country, and with the least workload.

upvoted 2 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: D

correct

upvoted 1 times

Which of the following are predefined Dashboards that are installed with HR Case Management? (Choose three.)

- A. Manager Dashboard
- B. Overview
- C. Workforce Administration Dashboard
- D. Onboarding Dashboard
- E. Employee Relations Cases Dashboard
- F. HR Case Dashboard

Correct Answer: ABD

Community vote distribution



☐ ☐ **randyFarner** 3 months, 1 week ago

Selected Answer: ABF

from my instance
upvoted 1 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: ABF

HR Fundamentals ebook page
202: There are several pre-defined HR Dashboards available. HR Professionals with the HR Basic role can access the HR Case and HR Agent dashboards, while HR Managers can access the HR Overview and Manager dashboards.
upvoted 3 times

☐ ☐ **XanderLay** 1 year ago

Selected Answer: ABF

ABF is the answer. Searched the application navigator, those are the only 3 reports displayed under the HR Dashboards & Reports application out of box.
upvoted 3 times

☐ ☐ **CLowe** 1 year, 3 months ago

Selected Answer: ABF

ABF correct answer
upvoted 2 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: ABF

Correct Answer is ABF
upvoted 4 times

ServiceNow has identified 3 maturity levels for an HR customer.
What are they?

- A. Managed Interactions, Self-Reliance, Smart Services
- B. Managed Interactions, Self-Help, Advanced Services
- C. No automation, Self-reliance, Smart Services
- D. Managed Interactions, Self-Reliance, Automated Services

Correct Answer: A

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Implementation ebook
page 196
upvoted 2 times

☐ ☐ **XanderLay** 1 year ago

Selected Answer: A

A is the answer.
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

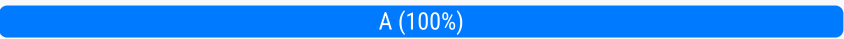
correct
upvoted 1 times

When using the Generate HR Profiles module to create HR Profiles, what field must be completed to ensure the employees are granted the appropriate Client Role?

- A. Employment type
- B. Profile type
- C. Employee type
- D. User type

Correct Answer: A

Community vote distribution



☐ ☐ **XanderLay** 1 year ago

Selected Answer: A

A is right
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

correct
upvoted 1 times

What does the employee utilize when submitting a self-service request to the HR Organization?

- A. HR Catalog
- B. HR Skills
- C. HR Template
- D. HR Profile

Correct Answer: A

Community vote distribution



☐ ☐ **XanderLay** 1 year ago

Selected Answer: A

A is right
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

correct
upvoted 1 times

What is the primary purpose of HR Topic Categories?

- A. They group common HR Services.
- B. They group common HR templates.
- C. They group common HR employees.
- D. They group common HR Catalog Items.

Correct Answer: A

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Fundamentals ebook page
139: Topic Category represents the first-level
bucket to group HR Services.
upvoted 2 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

correct
upvoted 1 times

What are the benefits of the HR application being scoped? (Choose three.)

- A. Provides an additional layer of control over HR data.
- B. Allows HR Admins to configure the HR application.
- C. HR department has more autonomy to manage all aspects of HRSD.
- D. Allows the System Administrator complete control.
- E. HR department has full control of the global application.

Correct Answer: BDE

Community vote distribution



☐ ☐ MarlyB 8 months ago

Selected Answer: ABC

HR Fundamentals ebook page 15:

Scoped applications provide an additional layer of control over HR data. HR can move at their desired pace, independent of IT. Provides HR the autonomy and control needed to configure and manage all aspects of the HR application and Employee Center Pro. Confidential information is hidden from System Administrator and users who are not HR personnel.

upvoted 3 times

☐ ☐ XanderLay 1 year ago

Selected Answer: ABC

Answer is ABC. The last 2 choices are incorrect.

upvoted 3 times

☐ ☐ Lucky62 1 year, 1 month ago

Selected Answer: ABC

ABC correct

upvoted 2 times

☐ ☐ CLowe 1 year, 3 months ago

Selected Answer: ABC

These make sense...ABC

upvoted 2 times

☐ ☐ MrBravo 1 year, 4 months ago

It is obviously ABC.

upvoted 2 times

☐ ☐ som_420 1 year, 5 months ago

Selected Answer: ABC

Correct answer is ABC

upvoted 2 times

The HR Admin [sn_hr_core.admin] role allows the user to add members to groups.
What additional role is needed for an HR Admin to remove users from groups?

- A. User Admin [user_admin]
- B. User Writer [user_writer]
- C. User Reader [user_reader]
- D. HR User Admin [hr_user_admin]

Correct Answer: D

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Implementation ebook
page 162: Only a user with the user_admin role may
add and remove roles from a user or group. In the
base instance, the HR Admin role does not include
the User Admin role.
upvoted 2 times

☐ ☐ **XanderLay** 1 year ago

Selected Answer: A

Answer is A.
pg. 162 in Tokyo implementation ebook.
upvoted 1 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: A

A correct
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago

Selected Answer: A

A: User Admin
upvoted 1 times

☐ ☐ **som_420** 1 year, 5 months ago

Selected Answer: A

Correct Answer is A
upvoted 3 times

On the HR Case form, some HR Services have associated Response templates.
What determines which HR Services have Response Templates?

- A. The HR Criteria on the HR Service
- B. The HR Criteria on the Response Template record
- C. The table and conditions on the Response Template record
- D. The User Criteria on the HR Service

Correct Answer: C

Community vote distribution



- ☐ ☐ **MarlyB** 8 months ago
Selected Answer: C
HR Fundamentals ebook page
111: the table and conditions selected on the
Response Template record determine which Response
Templates are available to use on an HR case
upvoted 2 times
- ☐ ☐ **ScareKrow_45** 1 year, 1 month ago
C. The table and conditions
on the Response Template record is Correct
upvoted 3 times
- ☐ ☐ **som_420** 1 year, 5 months ago
Selected Answer: C
correct
upvoted 2 times

At what level is User Criteria set to control who can read and edit knowledge articles?

- A. In either the Knowledge Base or Article.
- B. In the Knowledge Article only.
- C. In the User record.
- D. In the Knowledge Base only.

Correct Answer: A

Community vote distribution



- ☐ ☐ **MarlyB** 8 months ago
Selected Answer: A
HR Fundamentals ebook page
167: User Criteria can determine which Knowledge
base, Knowledge articles or Knowledge blocks
employees can access.
upvoted 2 times

How many COEs may be associated with an HR Service?

- A. 5
- B. 1
- C. unlimited
- D. 10

Correct Answer: *B*

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: B

HR Fundamentals ebook page
107: Each HR Service is associated with only one COE
table.
upvoted 1 times

☐ ☐ **tomidebay** 1 year, 2 months ago

1 is correct
upvoted 1 times

☐ ☐ **MrBravo** 1 year, 4 months ago

Think B, "1" is
correct.
upvoted 1 times

☐ ☐ **Lybla** 1 year, 4 months ago

Correct Answer is C
upvoted 1 times

Which module provides a user-friendly interface for creating new HR Skills and assigning HR skills to members of the HR department?

- A. Skills Routing
- B. Skills Management
- C. Manage HR Skills
- D. Skills Definition

Correct Answer: B

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: C

HR Fundamentals ebook page
64: The Manage HR Skills module provides a
user-friendly interface for creating new HR Skills
and assigning HR Skills to members of the HR
department.
upvoted 2 times

☐ ☐ **OyaO** 9 months, 3 weeks ago

Selected Answer: C

There is Manage HR Skills
module, not the others
upvoted 1 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: C

C correct
upvoted 2 times

☐ ☐ **tsquare2** 1 year, 2 months ago

Selected Answer: C

Manage HR skills, C.
upvoted 3 times

☐ ☐ **stophs** 1 year, 2 months ago

https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/task/t_CreateOrModifyHRSkills.html
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago

Selected Answer: C

Answer is C
upvoted 2 times

☐ ☐ **MrBravo** 1 year, 4 months ago

Manage HR skills, C.
upvoted 3 times

☐ ☐ **Lybla** 1 year, 4 months ago

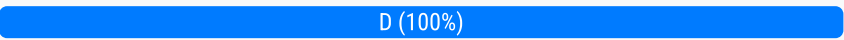
correct answer is C
upvoted 3 times

Which table is considered the core table for all HR Case records?

- A. Skill [cmn_skill]
- B. Incident [incident]
- C. HR Task [sn_hr_core.task]
- D. HR Case [sn_hr_core.case]
- E. HR Profile [sn_hr_core.profile]

Correct Answer: D

Community vote distribution



☐ nezlioly 11 months, 1 week ago

Selected Answer: D

Correct answer is D
<https://www.servicenow.com/community/hrsd-forum/which-table-is-considered-the-core-table-for-all-hr-case-records/m-p/1315413>
upvoted 1 times

☐ MrBravo 1 year, 4 months ago

D is obviously correct.
upvoted 1 times

☐ Lybla 1 year, 4 months ago

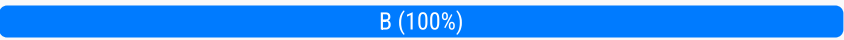
Answer is C
upvoted 1 times

Which HR Role is typically granted to all HR Support staff, at a minimum?

- A. HR Admin [sn_hr_core.admin]
- B. HR Basic [sn_hr_core.basic]
- C. HR KB Writer [sn_hr_core.kb_writer]
- D. Document Management User [document_management_user]

Correct Answer: B

Community vote distribution



☐ MarlyB 8 months ago

Selected Answer: B

HR Fundamentals ebook page
17: The HR Basic role is required, at a minimum, for
an HR Professional to access HR Applications.
upvoted 1 times

A user with only the HR Admin [sn_hr_core.admin] role can save and modify which copies of existing reports?

- A. All
- B. Global
- C. Group
- D. Personal

Correct Answer: A

Community vote distribution



- ☐ ☐ **randyFarner** 3 months, 1 week ago
Selected Answer: A
tested as HR Admin in my instance
upvoted 2 times
- ☐ ☐ **1ce8087** 4 months, 3 weeks ago
definitely A
upvoted 1 times
- ☐ ☐ **shaik_776** 5 months ago
D is correct
upvoted 1 times
- ☐ ☐ **UmakantSawant** 5 months, 3 weeks ago
Selected Answer: D
D is correct
upvoted 1 times

What is the difference between a configuration and a customization?

- A. Configuration uses complex JavaScript while Customization involves field name changes and new buttons.
- B. There is no difference between Configuration and Customization.
- C. Customization uses the built-in tools in the platform while Configuration involves code changes.
- D. Configuration uses the built-in tools in the platform while Customization involves code changes.

Correct Answer: D

- ☐ ☐ **1ce8087** 4 months, 3 weeks ago
D is correct
upvoted 1 times

Which Service Portal configuration option is used to customize the logo, theme, and title of the HR Service Portal?

- A. Designer
- B. Page Editor
- C. Widget Editor
- D. Branding Editor

Correct Answer: D

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

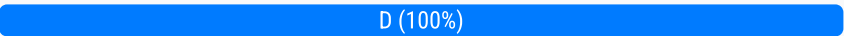
HR Implementation ebook
page 206: Select Branding Editor
upvoted 2 times

What is the minimum role required to access the HR Properties module?

- A. HR Manager [sn_hr_core.manager]
- B. LE Admin [sn_hr_le.admin]
- C. Admin [admin]
- D. HR Admin [sn_hr_core.admin]

Correct Answer: D

Community vote distribution



☐ ☐ **1ce8087** 4 months, 3 weeks ago

D is correct

https://docs.servicenow.com/bundle/washingtondc-employee-service-management/page/product/human-resources/task/t_HRProperties.html
upvoted 1 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

HR Implementation ebook
page 35: The HR Properties module allows HR
Administrators to control the overall behavior of
the HRSD application
upvoted 2 times

The HR Case [sn_hr_core_case] table is an extension of what?

- A. Incident table
- B. Case table
- C. Task table
- D. Lifecycle Events table

Correct Answer: B

Community vote distribution



☐ ☐ **Raj9122** 6 months ago
Task table, C
upvoted 3 times

☐ ☐ **MarlyB** 8 months ago
Selected Answer: C
HR Implementation ebook
page 32: The HR Core Cas [sn_hr_core_case] table is
an extension of the Task table.
upvoted 3 times

☐ ☐ **nezlioly** 11 months, 1 week ago
Selected Answer: C
Task table, C
upvoted 1 times

☐ ☐ **Dela803** 11 months, 3 weeks ago
Selected Answer: C
C for sure,
upvoted 1 times

☐ ☐ **tymoN** 11 months, 3 weeks ago
Selected Answer: C
C for sure
upvoted 1 times

☐ ☐ **Lucky62** 1 year, 1 month ago
Selected Answer: C
C task table
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago
Selected Answer: C
Task Table... C
upvoted 1 times

☐ ☐ **CLowe** 1 year, 3 months ago
Definitely C - Task Table
upvoted 1 times

☐ ☐ **Divya_Siva** 1 year, 4 months ago
Task Table
upvoted 1 times

☐ ☐ **rickkyrikk** 1 year, 5 months ago
Correct Answer Should be :
C (Task Table)
upvoted 1 times

What role is required to assign scoped HR roles?

- A. HR Admin [sn_hr_core.admin]
- B. HR Manager [sn_hr_core.manager]
- C. LE Admin [sn_hr_le.admin]
- D. HR Basic [sn_hr_core.basic]

Correct Answer: A

☐ ☐ **1ce8087** 4 months, 3 weeks ago

A. HR Admin
[sn_hr_core.admin]

https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0691402#:~:text=Scoped%20HR%20roles%20can%20be,of%20the%20scoped%20HR%20role.
upvoted 1 times

The customer you are implementing has purchased HR Service Delivery Enterprise which includes Enterprise Onboarding and Transitions. Which plugin must be activated to utilize Enterprise Onboarding and Transitions?

- A. Human Resources Scoped App: Lifecycle Events [com.sn_hr_lifecycle_events]
- B. Employee Document Management [com.sn_employee_document_management]
- C. Human Resources Scoped App: Core [com.sn_hr_core]
- D. Employee Service Center [com.sn_hr_service_portal]

Correct Answer: A

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: A
HR Fundamentals ebook page
14
upvoted 1 times

☐ ☐ **bleckjeckkk** 11 months ago

Selected Answer: A
Enterprise Onboarding and Transitions is comprised of two plugins. Depending on the HR Service Delivery package you choose, activate one or both of the plugins.
* Lifecycle Events
[com.sn_hr_lifecycle_events]
* Lifecycle Events for Enterprise
[com.sn_hr_lifecycle_ent]

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/understanding-enterprise-onboarding-and-transitions.html>
upvoted 2 times

The Lifecycle Events [sn_hr_le_case] table is a direct extension of which table?

- A. Talent Management [sn_hr_core_talent_management]
- B. HRIT Operations Case [sn_hr_core_case_operations]
- C. HR Case [sn_hr_core_case]
- D. Task [sc_task]

Correct Answer: C

Community vote distribution



☐ ☐ **MarlyB** 8 months ago

Selected Answer: C

HR Implementation ebook
page 32
upvoted 1 times

☐ ☐ **bleckjeckkk** 11 months ago

Selected Answer: C

C is correct

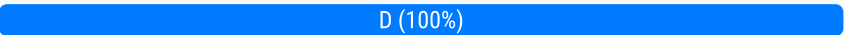
<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/reference/components-installer-with-enterprise-onboarding-and-transitions.html>
upvoted 1 times

Delegated Developers are granted access only to what in which they are working?

- A. Interfaces
- B. APIs
- C. Instances
- D. Scopes

Correct Answer: C

Community vote distribution



☐ ☐ **UmakantSawant** 5 months, 3 weeks ago

Selected Answer: D

Scopes
upvoted 1 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: D

HR Implementation ebook
page 156: Delegated developers are granted access
only to the scopes in which they will be working.
upvoted 1 times

☐ ☐ **aasked** 1 year ago

Selected Answer: D

Answer is D
upvoted 2 times

☐ ☐ **Lucky62** 1 year, 1 month ago

Selected Answer: D

D correct
upvoted 3 times

☐ ☐ **CLowe** 1 year, 3 months ago

Selected Answer: D

Answer is D
upvoted 3 times

☐ ☐ **CLowe** 1 year, 3 months ago

D : Scopes
upvoted 3 times

☐ ☐ **Lybla** 1 year, 4 months ago

Answer is D
upvoted 2 times

The customer you will be implementing for wants to utilize Now Mobile.
What is the minimum HR SKU they may purchase that includes Now Mobile?

- A. HR Service Delivery Professional
- B. Now Mobile is a standalone solution
- C. HR Service Delivery Enterprise
- D. HR Service Delivery Standard

Correct Answer: D

Community vote distribution



☐ ☐ **Lucky62** **Highly Voted** ☐ 1 year, 1 month ago

Selected Answer: A

A is correct

<https://www.servicenow.com/products/hr-service-delivery.html?state=seamless#pricing>
upvoted 5 times

☐ ☐ **Raj9122** **Most Recent** ☐ 6 months ago

A is correct

upvoted 1 times

☐ ☐ **MarlyB** 8 months ago

Selected Answer: A

HR Implementation ebook
page 14: Also included in HR Service Delivery
Professional: Predictive Intelligence, Now Mobile
and Mobile Agent, Virtual Agent, Universal Requests
upvoted 4 times

☐ ☐ **Oya0** 9 months, 3 weeks ago

Selected Answer: A

<https://www.servicenow.com/products/hr-service-delivery.html#pricing>
upvoted 2 times

☐ ☐ **KathQ** 12 months ago

A is correct. For HR you
are only offered 'Professional' or
'Enterprise'
upvoted 4 times