



Actual exam question from ServiceNow's CSA

Question #: 1

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 2

Topic #: 1

[\[All CSA Questions\]](#)

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 3

Topic #: 1

[\[All CSA Questions\]](#)

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of flows and SLAs.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 4

Topic #: 1

[\[All CSA Questions\]](#)

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 5

Topic #: 1

[\[All CSA Questions\]](#)

Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 6

Topic #: 1

[\[All CSA Questions\]](#)

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

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 7

Topic #: 1

[\[All CSA Questions\]](#)

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 8

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 9

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 10

Topic #: 1

[\[All CSA Questions\]](#)

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 11

Topic #: 1

[\[All CSA Questions\]](#)

Buttons, form links, and context menu items are all examples of what type of functionality?

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 12

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

- A. They run behind the scenes.
- B. They are the building blocks.
- C. They are optional.
- D. They provide options.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 13

Topic #: 1

[\[All CSA Questions\]](#)

Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. table name, parent table name, any table name (wildcard)
- C. parent table name, table name, any table name (wildcard)
- D. any table name (wildcard), table name, parent table name

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 14

Topic #: 1

[\[All CSA Questions\]](#)

What is the platform name for the User table?

- A. u_users
- B. sys_users
- C. x_users
- D. sys_user

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 15

Topic #: 1

[\[All CSA Questions\]](#)

A REQ number in the Service Catalog represents`;

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 16

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 17

Topic #: 1

[\[All CSA Questions\]](#)

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as `Complete`, change it back to `In Progress` until it is applied to another instance

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 18

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 19

Topic #: 1

[\[All CSA Questions\]](#)

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 20

Topic #: 1

[\[All CSA Questions\]](#)

Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as creating quick reports, configuring the list, and exporting data
- B. It displays actions related to filtering options, assigning tags, and search
- C. It displays actions related to viewing and filtering the entire list
- D. It displays actions such as view form, view related task, and add relationship

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 21

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

- A. Discovery
- B. IntegrationHub ETL
- C. Finder
- D. CMDB Plug-in
- E. CMDB Integration Dashboard

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 22

Topic #: 1

[\[All CSA Questions\]](#)

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 23

Topic #: 1

[\[All CSA Questions\]](#)

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 24

Topic #: 1

[\[All CSA Questions\]](#)

In what order should filter elements be specified?

- A. Field, Operator, then Value
- B. Field, Operator, then Condition
- C. Operator, Condition, then Value
- D. Value, Operator, then Field

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 25

Topic #: 1

[\[All CSA Questions\]](#)

Which statement is true about business rules?

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 26

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 27

Topic #: 1

[\[All CSA Questions\]](#)

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables
- C. Extended Tables
- D. Custom Tables

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 28

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following statement describes the purpose of an Order Guide?

- A. Order Guides restrict the number of items in an order to only one item per request
- B. Order Guide provide a list of guidelines for Administrators on how to set up item variables
- C. Order Guide provide the ability to order multiple, related items as one request
- D. Order Guides take the user directly to the checkout without prompting for information

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 29

Topic #: 1

[\[All CSA Questions\]](#)

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 30

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 31

Topic #: 1

[\[All CSA Questions\]](#)

What is a formatter? Select one of the following.

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 32

Topic #: 1

[\[All CSA Questions\]](#)

When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. Names of Applications and Modules
- B. Names of Modules
- C. Names of Applications
- D. Favorites
- E. History Records
- F. Titles of Dashboard Gauges

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 33

Topic #: 1

[\[All CSA Questions\]](#)

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 34

Topic #: 1

[\[All CSA Questions\]](#)

What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- C. A schema map graphically displays the Configuration Items that support a business service
- D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 35

Topic #: 1

[\[All CSA Questions\]](#)

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 36

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 37

Topic #: 1

[\[All CSA Questions\]](#)

What is the function of user impersonation?

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 38

Topic #: 1

[\[All CSA Questions\]](#)

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 39

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 40

Topic #: 1

[\[All CSA Questions\]](#)

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 41

Topic #: 1

[\[All CSA Questions\]](#)

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a flow that requests an action before the flow can continue
- D. A Dictionary Override sets field properties in extended tables

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 42

Topic #: 1

[\[All CSA Questions\]](#)

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. UI Policies
- C. Roles
- D. Assignment Rules

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 43

Topic #: 1

[\[All CSA Questions\]](#)

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records
- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 44

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 45

Topic #: 1

[\[All CSA Questions\]](#)

What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 46

Topic #: 1

[\[All CSA Questions\]](#)

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 47

Topic #: 1

[\[All CSA Questions\]](#)

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Maintain Categories
- B. Maintain Items
- C. Content Items
- D. Items

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 48

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 49

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 50

Topic #: 1

[\[All CSA Questions\]](#)

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 51

Topic #: 1

[\[All CSA Questions\]](#)

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 flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 52

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 53

Topic #: 1

[\[All CSA Questions\]](#)

Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module
- C. System.upgraded table
- D. Transactions log

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 54

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 55

Topic #: 1

[\[All CSA Questions\]](#)

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

- A. Answer Agent
- B. live Feed
- C. Virtual Agent
- D. Connect Chat

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 56

Topic #: 1

[\[All CSA Questions\]](#)

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 57

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 58

Topic #: 1

[\[All CSA Questions\]](#)

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. flow
- C. event
- D. task

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 59

Topic #: 1

[\[All CSA Questions\]](#)

Which are valid Service Now User Authentication Methods? (Choose three.)

- A. XML feed
- B. Local database
- C. LDAP
- D. SSO
- E. FTP authentication

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 60

Topic #: 1

[\[All CSA Questions\]](#)

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

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 61

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 62

Topic #: 1

[\[All CSA Questions\]](#)

How do you make a list filter available to everyone?

- A. Make active, assign a name, and save
- B. Assign a group, set visibility, and save
- C. Assign a name, set visibility, and save
- D. Make active, set visibility, and save

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 63

Topic #: 1

[\[All CSA Questions\]](#)

What would NOT appear in the Application Navigator if `service` is typed into the filter field?

- A. Configuration > Business Services
- B. Self-Service > Knowledge
- C. Service Portal > Widgets
- D. Incident > Assigned to me

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 64

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following is used to categorize, flag, and locate records?

- A. Search
- B. Favorites
- C. Tags
- D. Bookmarks

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 65

Topic #: 1

[\[All CSA Questions\]](#)

Which tool should be used to populate commonly used fields in a form?

- A. Template
- B. Reference Qualifier
- C. Formatter
- D. Assignment Rule

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 66

Topic #: 1

[\[All CSA Questions\]](#)

How is a group defined in ServiceNow?

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 67

Topic #: 1

[\[All CSA Questions\]](#)

What is a role in ServiceNow?

- A. A role is one record in the Role [user_sys_role] table
- B. A role is a set of modules for a particular application
- C. A role is one record in the Role [sys_user_role] table
- D. A role is a persona used in Live Feed Chat

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 68

Topic #: 1

[\[All CSA Questions\]](#)

What is a Notification?

- A. A new Knowledge article created by a Business Rule
- B. A tool for alerting users that events that concern them have occurred
- C. A message through Connect related to a Change Request
- D. An email file attachment

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 69

Topic #: 1

[\[All CSA Questions\]](#)

Which one of the following is NOT a type of Visual Task Board?

- A. Flexible
- B. Freeform
- C. Feature
- D. Guided boards

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 70

Topic #: 1

[\[All CSA Questions\]](#)

What is (are) best practice(s) regarding users/groups/roles? (Choose two.)

- A. You should never assign roles to groups.
- B. You should assign roles to users.
- C. You should add users to groups.
- D. You should assign roles to groups.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 71

Topic #: 1

[\[All CSA Questions\]](#)

What are two ways to generate an Event? (Choose two.)

- A. Business Rule
- B. Workflow
- C. Log entry
- D. Knowledge article publication

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 72

Topic #: 1

[\[All CSA Questions\]](#)

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. Task [task]
- B. Assignment [assignment]
- C. Service [service]
- D. Workflow [workflow]

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 73

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 75

Topic #: 1

[\[All CSA Questions\]](#)

When creating a global custom table named `abc`, what is the table name that is automatically assigned by the platform?

- A. snc_abc
- B. abc
- C. u_abc
- D. sys_abc

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 76

Topic #: 1

[\[All CSA Questions\]](#)

Access Control rules may provide access security for which of the following database objects?

- A. For a specific role, group, or user
- B. For a specific row, column, or table
- C. For specific groups
- D. For a specific CMDB Configuration item

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 77

Topic #: 1

[\[All CSA Questions\]](#)

What is the primary application used to load data into ServiceNow?

- A. Service Level Management
- B. Configuration
- C. System Import Sets
- D. System Update Sets

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 78

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

- A. Select Data Source, Schedule Transform
- B. Load Data, Create Transform Map, Run Transform
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 79

Topic #: 1

[\[All CSA Questions\]](#)

Which tool is used for creating dependencies between configuration items in the CMDB?

- A. CI Relationship Editor
- B. CMDB Builder
- C. CI Service Manager
- D. CI Class Manager

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 80

Topic #: 1

[\[All CSA Questions\]](#)

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

- A. 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
- B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies
- C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
- D. Data Policies run only after UI Policies run successfully

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 81

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 82

Topic #: 1

[\[All CSA Questions\]](#)

What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 83

Topic #: 1

[\[All CSA Questions\]](#)

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an action
- B. a spoke
- C. a connection
- D. an integration step

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 84

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following protects applications by identifying and restricting access to available files and data?

- A. Application Configuration
- B. Verbose Log
- C. Access Control Rules
- D. Application Scope

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 85

Topic #: 1

[\[All CSA Questions\]](#)

Which one statement correctly describes Access Control rule evaluation?

- A. Table access rules are evaluated from the general to the specific
- B. If more than one rule applies to a record, the older rule is evaluated first
- C. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
- D. The role with the most permissions evaluates the rules first.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 86

Topic #: 1

[\[All CSA Questions\]](#)

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)

Show Suggested Answer



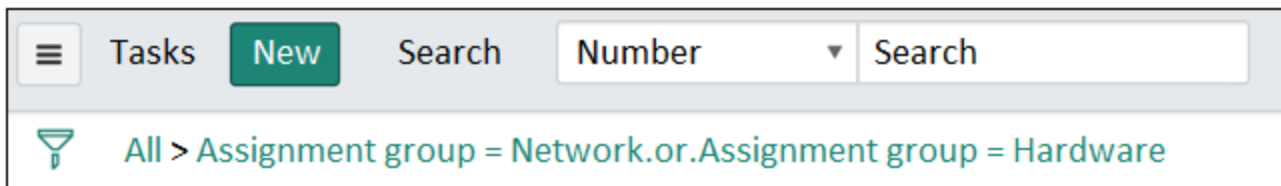
Actual exam question from ServiceNow's CSA

Question #: 87

Topic #: 1

[\[All CSA Questions\]](#)

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?



The screenshot shows a ServiceNow interface. At the top, there is a navigation bar with a hamburger menu icon, the word "Tasks", a green "New" button, a "Search" label, a dropdown menu with "Number" selected, and a search input field containing "Search". Below this is a filter bar with a funnel icon and the text "All > Assignment group = Network.or.Assignment group = Hardware".

- 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.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 88

Topic #: 1

[\[All CSA Questions\]](#)

What do you need to do before you can use an Application-based trigger in your flow?

- A. Activate application trigger spoke
- B. Activate trigger security rules
- C. Activate application spoke, and plug-ins as needed
- D. Assign Application trigger role [sn_app_trigger_write] to SME
- E. Activate application plugins only

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 89

Topic #: 1

[\[All CSA Questions\]](#)

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Now Mobile Apps
- B. Agent Control Center
- C. Back Office Dashboard
- D. Service Portals
- E. Now Platform® User Interfaces
- F. Field Service Taskboard

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 90

Topic #: 1

[\[All CSA Questions\]](#)

Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Homepages
- B. Data
- C. Published Workflows
- D. Business Rules
- E. Schedules
- F. Database changes
- G. Related Lists
- H. Report Definitions
- I. Scheduled Jobs
- J. Client Scripts K. Views

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 91

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 92

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 93

Topic #: 1

[\[All CSA Questions\]](#)

What do you activate when you want to add applications or functionality within your development instance?

- A. App Package
- B. Updated Pack
- C. Patch
- D. Plugin
- E. App Updated Set

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 94

Topic #: 1

[\[All CSA Questions\]](#)

What field contains a record's 32-character, unique identifier?

- A. sn_rec_id
- B. rec_id
- C. u_id
- D. sys_id
- E. sn_gu_id
- F. sn_sys_id
- G. id

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 95

Topic #: 1

[\[All CSA Questions\]](#)

Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role
- B. Create Catalog Item and use the Not Available list to specify the Manager Group
- C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
- D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role

Show Suggested Answer





NEW

Actual exam question from ServiceNow's CSA

Question #: 96

Topic #: 1

[\[All CSA Questions\]](#)

What is used frequently to move customizations from one instance to another?

- A. Update Sets
- B. Code Sets
- C. Update Packs
- D. Configuration Logs
- E. Remote Sets
- F. Local Sets
- G. Code Packs

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 97

Topic #: 1

[\[All CSA Questions\]](#)

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

- A. Clock
- B. Hamburger
- C. Pencil
- D. Three dots
- E. Triangle.
- F. Star

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 98

Topic #: 1

[\[All CSA Questions\]](#)

What needs to be specified, when creating a Business Rule? (Choose four.)

- A. UI action
- B. Table
- C. Fields to update
- D. Who can run
- E. Script to run
- F. Application scope
- G. Update set
- H. Timing
- I. Condition to evaluate

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 99

Topic #: 1

[\[All CSA Questions\]](#)

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Service Level Agreements
- C. Inactivity Monitor
- D. Response Time Clock
- E. Business Time Remaining

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 100

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 101

Topic #: 1

[\[All CSA Questions\]](#)

What import utility do you use when the field names on the import set match the name of the fields on the Target table?

- A. Schema Mapping
- B. Automatic Mapping
- C. Mapping Assist
- D. Mapping Dashboard

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 102

Topic #: 1

[\[All CSA Questions\]](#)

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge
- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 103

Topic #: 1

[\[All CSA Questions\]](#)

A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

- A. Have them clear their cache.
- B. Have them use the gear icon to set the employee's time zone.
- C. Recommend they use Chrome, instead of Explorer.
- D. Use the system properties to correct the instance's time zone.
- E. Have them correct the time zone on their computer.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 104

Topic #: 1

[\[All CSA Questions\]](#)

What are three security modules often used by the System Administrator? (Choose three.)

- A. System Properties > Security
- B. Utilities > Migrate Security
- C. System Security > Security
- D. Self-Service > My Access
- E. System Security > Access Control (ACL)
- F. Password Management > Security Questions
- G. System Security > High Security Settings

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 105

Topic #: 1

[\[All CSA Questions\]](#)

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 106

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 107

Topic #: 1

[\[All CSA Questions\]](#)

When moving multiple update sets at one time, what might you do to facilitate the move?

- A. Batch
- B. Verify
- C. Test
- D. Preview

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 108

Topic #: 1

[\[All CSA Questions\]](#)

What is specified in an Access Control rule?

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

Show Suggested Answer



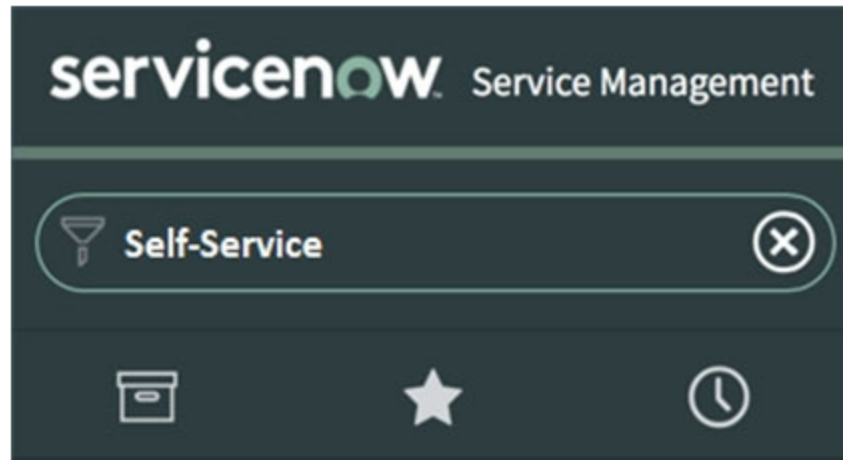
Actual exam question from ServiceNow's CSA

Question #: 109

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 110

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 111

Topic #: 1

[\[All CSA Questions\]](#)

A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

- A. Specify the Dept_Mgr role on the catalog content block
- B. Add the Department Manager group to the catalog item's user criteria
- C. Add the Department Manager group to the catalog item's ACL
- D. Only publish the item in the HR service catalog
- E. Use a Dept_Mgr ACL on the HR service catalog

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 112

Topic #: 1

[\[All CSA Questions\]](#)

A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:

- ⇒ Incidents where the state is Closed
- ⇒ Incidents where Assignment Group is Network

After clicking the Funnel icon, what should the user do?

- A. Define the first condition; click AND button; define second condition; click Run
- B. Define the first condition; click AND button; define second condition; press enter
- C. Define the first condition; click OR button; define second condition; press enter
- D. Define the first condition; click > icon on breadcrumb, define second condition; click Run
- E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 113

Topic #: 1

[\[All CSA Questions\]](#)

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. Incident.Major_Incident
- B. incident=>major_incident
- C. incident<=>major_incident
- D. incident||major_incident
- E. incident.major_incident

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 114

Topic #: 1

[\[All CSA Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 115

Topic #: 1

[\[All CSA Questions\]](#)

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 116

Topic #: 1

[\[All CSA Questions\]](#)

What type of field allows you to look up values from one other table?

- A. Reference
- B. Verity
- C. Options
- D. Selections
- E. Dot walk
- F. Lookup

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 117

Topic #: 1

[\[All CSA Questions\]](#)

Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

- A. Process Automation > Flow Designer
- B. Process Automation > Flow Administration
- C. Process Automation > Workflow Editor
- D. Process Automation > Process Flow
- E. Process Automation > Active Flows

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 118

Topic #: 1

[\[All CSA Questions\]](#)

A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

- A. Report Dashboard > Create New
- B. Reports > Getting Started
- C. Performance Analytics > Reports
- D. Self-Service > Reports
- E. Reports > Create New

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 119

Topic #: 1

[\[All CSA Questions\]](#)

What are the steps for applying an update set to an instance?

- A. Retrieve, Preview, Commit
- B. Specify, Transform, Apply
- C. Retrieve, Assess, Apply
- D. Get, Test, Push
- E. Pull, Review, Push

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 120

Topic #: 1

[\[All CSA Questions\]](#)

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

- A. Run Transform
- B. Run Import
- C. Import Dataset
- D. Execute Transform
- E. Schedule Transform

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 121

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 122

Topic #: 1

[\[All CSA Questions\]](#)

Which collaboration tool is available from the banner, using the bubble icon?



- A. Now Messenger
- B. Agent Chat
- C. Connect Chat
- D. Collaborate Now
- E. Live Feed

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 123

Topic #: 1

[\[All CSA Questions\]](#)

On the knowledge base record, which tab would you use to define which users are not able to write articles to the knowledge base?

- A. Can Contribute
- B. Cannot Author
- C. Cannot Contribute
- D. Cannot Write
- E. Read Only

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 124

Topic #: 1

[\[All CSA Questions\]](#)

Which features allow you to update multiple records at one time? (Choose two.)

- A. List Editor
- B. Field Update Action
- C. Bulk Record Update
- D. Data Remediation Dashboard
- E. Update Selected Action

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 125

Topic #: 1

[\[All CSA Questions\]](#)

Categories in the knowledge base, by default, can be created and edited by which knowledge workers? (Choose two.)

- A. Knowledge Authors
- B. Knowledge Contributors
- C. Knowledge Controller
- D. Knowledge Managers
- E. Knowledge Category Managers
- F. Knowledge Submitters
- G. Knowledge Owners
- H. Knowledge Taxonomy Owner

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 126

Topic #: 1

[\[All CSA Questions\]](#)

Which collaboration tool opens a sidebar and allows you to create new conversations with other ServiceNow users?

- A. Skype Now
- B. Collaborate Now
- C. Agent Messenger
- D. Agent Chat
- E. Connect Chat

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 127

Topic #: 1

[\[All CSA Questions\]](#)

What module would you use if you wanted to view a list of all of the fields on the Incident table? (Choose two.)

- A. Tables & Columns
- B. Dictionary
- C. Data Class Manager
- D. Dictionary Dashboard
- E. Database View
- F. Schema

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 128

Topic #: 1

[\[All CSA Questions\]](#)

What component causes a flow to run after a record has been created or updated?

- A. Date-based trigger
- B. On-change trigger
- C. Record-based trigger
- D. Application-based trigger
- E. Updated-date trigger

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 129

Topic #: 1

[\[All CSA Questions\]](#)

What type of field is Boolean and appears as a check box?

- A. Yes/No
- B. True/False
- C. On/Off
- D. Binary
- E. 0/1

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 130

Topic #: 1

[\[All CSA Questions\]](#)

Which module is used to access the knowledge bases which are available to you?

- A. Knowledge > Home
- B. Self Service > Knowledge
- C. Knowledge > All
- D. Knowledge > Knowledge Bases
- E. Knowledge > Overview

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 131

Topic #: 1

[\[All CSA Questions\]](#)

A customer requests the following data quality measures be added:

- ⇒ Incident numbers should be read only, on all lists and forms, for all users.
- ⇒ 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 Quality Policy
- B. Dictionary Design Policy
- C. UI Data Policy
- D. UI Policy
- E. Field Criteria Policy
- F. Data Policy

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 132

Topic #: 1

[\[All CSA Questions\]](#)

What type of user (persona) has clearly defined paths and workflows in the platform and have one or more roles (ie itil and approver_user)?

- A. Workflow User
- B. Request Fulfiller
- C. ITSM User
- D. Approving Manager
- E. Service Desk User
- F. Process User

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 133

Topic #: 1

[\[All CSA Questions\]](#)

Which module would you use to customize your instances banner image, text and colors?

- A. System UI > UI Pages > Branding
- B. Service Portal > Portals > Branding
- C. System Properties > Basic Configuration UI16
- D. System Properties > Branding
- E. Homepage Admin > Pages > Branding

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 134

Topic #: 1

[\[All CSA Questions\]](#)

Which database provides a logical model of your company infrastructure by identifying, controlling, maintaining and verifying CIs that exist?

- A. IMDB
- B. ITSM
- C. CSDM
- D. CMDB
- E. LDAP

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 135

Topic #: 1

[\[All CSA Questions\]](#)

Which module is used as the first step for importing data?

- A. Coalesce Data
- B. Transform Data
- C. Import Data
- D. Load Data

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 136

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 137

Topic #: 1

[\[All CSA Questions\]](#)

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Look up their password, so you can login with their account
- B. Initiate a Connect Chat session
- C. Install the Bomgar plug-in
- D. Impersonate the user
- E. Launch a NowChat window

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 138

Topic #: 1

[\[All CSA Questions\]](#)

What is a key difference between Reporting and Performance Analytics?

- A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
- B. Performance Analytics can show trends; Reports cannot.
- C. Reports can be run on a scheduled basis; Performance Analytics cannot.
- D. Performance Analytics data can be published to Dashboards; Reports cannot.
- E. Performance Analytics shows KPIs; Reporting does not.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 139

Topic #: 1

[\[All CSA Questions\]](#)

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?

Right click on Priority and select what?

- A. Configure Lists
- B. Show Options
- C. Configure Task
- D. Show Choices
- E. Show Choice List
- F. Configure Options

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 140

Topic #: 1

[\[All CSA Questions\]](#)

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- A. System Notification > Email > Notifications
- B. Administration > Notification Overview
- C. System Properties > Email > Settings
- D. User Preferences > Email > Notifications
- E. Click Gear > Notifications > New

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 141

Topic #: 1

[\[All CSA Questions\]](#)

When designing a flow, how do you reference data from a record, in that flow?

- A. Drag the table icon onto the flow definition
- B. Use the condition builder to specify the desired values
- C. Specify the source table on the data pill related list
- D. Drag the data pill onto the flow definition
- E. Add the table reference using the slush bucket

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 142

Topic #: 1

[\[All CSA Questions\]](#)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 143

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 144

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 145

Topic #: 1

[\[All CSA Questions\]](#)

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flows
- B. Action Sequences
- C. Action Sets
- D. Task Flows
- E. Flow Diagrams

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 146

Topic #: 1

[\[All CSA Questions\]](#)

From a form, what would you click to add additional fields to the form? (Choose two.)

- A. Context Menu > Form > Layout
- B. Context Menu > Configure > Form Layout
- C. Context Menu > Configure > Form Design
- D. Right click on header > Add > Field
- E. Context Menu > Form > Designer
- F. Right click on header > Configure > UX Dashboard

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 147

Topic #: 1

[\[All CSA Questions\]](#)

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 148

Topic #: 1

[\[All CSA Questions\]](#)

On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Additional Actions or Context Menu
- C. Hamburger icon
- D. Cake icon

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 149

Topic #: 1

[\[All CSA Questions\]](#)

Group records are stored in which table?

- A. Group [sn_user_group]
- B. Group [sys_user_group]
- C. Group [s_sys_group]
- D. Group [u_sys_group]

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 150

Topic #: 1

[\[All CSA Questions\]](#)

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 151

Topic #: 1

[\[All CSA Questions\]](#)

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, After, Async, Display
- B. Prior to, Synchronous, on Update
- C. Insert, Update, Delete, Query
- D. Before, Synchronous, Scheduled Job, View

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 152

Topic #: 1

[\[All CSA Questions\]](#)

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

- A. Local Sources (i.e. XML, CSV, Excel)
- B. Implementation Spoke
- C. DataHub
- D. JDBC Connection
- E. Network Server
- F. LDAP Connection

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 153

Topic #: 1

[\[All CSA Questions\]](#)

What are the components that make up a filter condition? (Choose three.)

- A. Operator
- B. Match Criteria
- C. Value
- D. Column
- E. Field

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 154

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 155

Topic #: 1

[\[All CSA Questions\]](#)

What controls the publishing and retiring process for knowledge articles?

- A. Approval Policies
- B. Approval Definitions
- C. Workflow Designer
- D. Workflows
- E. State Lifecycle

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 156

Topic #: 1

[\[All CSA Questions\]](#)

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Auto-suggest Query

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 157

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 158

Topic #: 1

[\[All CSA Questions\]](#)

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

- A. Operator
- B. Filter Criteria
- C. Operation
- D. Match Criteria

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 159

Topic #: 1

[\[All CSA Questions\]](#)

A Role is defined as what?

- A. A collection of permissions
- B. A set of user access policies
- C. A Persona in a workflow
- D. A set of access control rules

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 160

Topic #: 1

[\[All CSA Questions\]](#)

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. Create New module has a broken link
- B. Known intermittent issue with UI15
- C. User should be using Chrome instead of Explorer for their browser
- D. User has read role, but not the write role on the Inventory table
- E. User session has timed out

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 161

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 162

Topic #: 1

[\[All CSA Questions\]](#)

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics
- E. Key Performance Indicators

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 163

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 164

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 165

Topic #: 1

[\[All CSA Questions\]](#)

When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

- A. Trigger runtime value
- B. Sequence runtime value
- C. Starting runtime value
- D. Data pill runtime value
- E. Input runtime value

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 166

Topic #: 1

[\[All CSA Questions\]](#)

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Request + Response
- B. Save + Update
- C. Write + Read
- D. Submit + Query
- E. Insert + Verify

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 167

Topic #: 1

[\[All CSA Questions\]](#)

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. All rows are rejected from the import, as coalesce field is required.
- B. All rows are treated as new records. No existing records are updated.
- C. Duplicate rows are rejected from the import.
- D. All rows are treated as new records, but errors will be flagged in the import log.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 168

Topic #: 1

[\[All CSA Questions\]](#)

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]

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 169

Topic #: 1

[\[All CSA Questions\]](#)

What feature do you use to specify which users are able to access a Service Catalog Item?

- A. Can Read Role
- B. Catalog User Role
- C. Can Order Tab
- D. User Criteria

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 170

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 171

Topic #: 1

[\[All CSA Questions\]](#)

What type of field has a drop down list, from which you can pick from pre-defined options?

- A. Choice
- B. Picker
- C. Drop down
- D. Option

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 172

Topic #: 1

[\[All CSA Questions\]](#)

User records are stored in which table?

- A. User [sys_user]
- B. User [sn_user]
- C. User [u_sys_user]
- D. User [s_user]

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 173

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 174

Topic #: 1

[\[All CSA Questions\]](#)

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

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 175

Topic #: 1

[\[All CSA Questions\]](#)

Which role can manage multiple knowledge bases?

- A. knowledge_base_admin
- B. kb_admin
- C. sn_kb_admin
- D. knowledge_admin

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 176

Topic #: 1

[\[All CSA Questions\]](#)

Which statement correctly describes the differences between a Client Script and a Business Rule?

- A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
- B. A Client Script executes on the server and a Business Rule executes on the client
- C. A Client Script executes on the client and a Business Rule executes on the server
- D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 177

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 178

Topic #: 1

[\[All CSA Questions\]](#)

What ServiceNow feature allows you to include data from a secondary related table on a report?

- A. SQL
- B. Dot Walking
- C. Outer Join
- D. Joins

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 179

Topic #: 1

[\[All CSA Questions\]](#)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Browser tab title
- B. Module text color
- C. Preferred browser
- D. Base theme
- E. Font style
- F. Animation style
- G. Header background color
- H. Banner Image

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 180

Topic #: 1

[\[All CSA Questions\]](#)

Which field (or fields) is used as a unique key during imports?

- A. Match Fields
- B. Coalesce Fields
- C. Key Fields
- D. Sys IDs

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 181

Topic #: 1

[\[All CSA Questions\]](#)

You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

- A. Create Record Producer
- B. Create Catalog Item
- C. Create Order Guide
- D. Create Content Item

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 182

Topic #: 1

[\[All CSA Questions\]](#)

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 183

Topic #: 1

[\[All CSA Questions\]](#)

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

- A. Schema Map
- B. Dependency View
- C. Dependency Map
- D. Database View

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 184

Topic #: 1

[\[All CSA Questions\]](#)

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident
- D. Work, Caller, Timecard

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 185

Topic #: 1

[\[All CSA Questions\]](#)

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Access List
- B. Can Access
- C. Accessible to
- D. Can Read

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 186

Topic #: 1

[\[All CSA Questions\]](#)

What are the main components of the Form Design interface? (Choose three.)

- A. Field Layout
- B. Page Header
- C. Field Navigator
- D. Field Picker
- E. Form Layout

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 187

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 188

Topic #: 1

[\[All CSA Questions\]](#)

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. cmdb
- B. sn_cmdb_bak
- C. cmdb_rel_ci
- D. sn_cmdb
- E. cmdb_bak
- F. cmdb_ci
- G. sn_cmdb_ci

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 189

Topic #: 1

[\[All CSA Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 190

Topic #: 1

[\[All CSA Questions\]](#)

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

- A. Module
- B. Content Frame
- C. Application Navigator
- D. Banner

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 191

Topic #: 1

[\[All CSA Questions\]](#)

Which application is used primarily to load data into ServiceNow?

- A. Import Hub
- B. System Import Sets
- C. Data Import Configuration
- D. Import Management

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 192

Topic #: 1

[\[All CSA Questions\]](#)

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

- A. itil users
- B. Any user with an article's permalink
- C. Any active user
- D. No users
- E. Users with kb_user role

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 193

Topic #: 1

[\[All CSA Questions\]](#)

How would you define an Access Control, to allow a user with itil role to have permission to create incident records?

- A. Name: incident.None; Operation: create; Role: itil
- B. Name: incident.Any; Operation: write; Permission: itil
- C. Name: incident.*; Permission: write; Role: itil
- D. Name: incident.None; Permission: create; Role: itil
- E. Name: incident.*;Operation: write; Permission: itil

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 194

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 195

Topic #: 1

[\[All CSA Questions\]](#)

When creating a new notification, what must you define? (Choose three.)

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 196

Topic #: 1

[\[All CSA Questions\]](#)

The ServiceNow platform supports a wide variety of plug-and-play applications. You can choose from the included workflows of build your own workflow: Which of these workflows are included in the platform? (Choose three.)

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 197

Topic #: 1

[\[All CSA Questions\]](#)

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 Assignment Group manager field is empty.
- 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.

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 198

Topic #: 1

[\[All CSA Questions\]](#)

You have been asked to configure a form so an employee could order tablet and select the standard accessory options to purchase with it. These standard options are: carrying case, screen cleaner, tablet stand, and screen protector. What approach would you take? (Choose three.)

- A. Create Catalog Item for the Tablet, and add a variable set to the form, for the accessory options.
- B. Create a Record producer, and on the form, add a check box variable for each accessory option.
- C. On Shopping Cart configuration, select option to show the Add Accessories button.
- D. Create one Catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector.
- E. Create Catalog Item for the tablet, and on the form, add a check box variable for each accessory option.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 199

Topic #: 1

[\[All CSA Questions\]](#)

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationships?

- A. Dependency View
- B. CI Class Map
- C. Business Service Map
- D. CSDM Schema

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 200

Topic #: 1

[\[All CSA Questions\]](#)

What is the definition of a group?

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 201

Topic #: 1

[\[All CSA Questions\]](#)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Global
- F. All

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 202

Topic #: 1

[\[All CSA Questions\]](#)

On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

- A. Label
- B. Column
- C. Data Element
- D. Field
- E. Attribute

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 203

Topic #: 1

[\[All CSA Questions\]](#)

You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

- A. Approval Chains
- B. Flows
- C. Approver Delegates
- D. Parent-Child Approvers
- E. Approval Criteria

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 204

Topic #: 1

[\[All CSA Questions\]](#)

Groups are stored in what table?

- A. User Group [user_groups]
- B. Groups [sys_user_groups]
- C. Group [sn_sys_user_group]
- D. Group [sys_user_group]
- E. User Groups [sn_user_groups]

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 205

Topic #: 1

[\[All CSA Questions\]](#)

When managing tags, you can adjust who is able to see it. What are the visibility options? (Choose three.)

- A. Groups and Users
- B. Me
- C. Roles and Permissions
- D. Everyone
- E. Admins

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 206

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 207

Topic #: 1

[\[All CSA Questions\]](#)

On the Form header, which icon do you use to access form templates?

- A. Stamp
- B. Pages
- C. More Options (...)
- D. Paperclip

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 208

Topic #: 1

[\[All CSA Questions\]](#)

When using the Data Pill Picker, use which keys to dot-walk to fields in other tables?

- A. Plus, Minus
- B. Ctrl <, Ctrl >
- C. Arrows
- D. Ctrl C, Ctrl V
- E. Shift F4, Shift F5

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 209

Topic #: 1

[\[All CSA Questions\]](#)

In what order are Access Controls evaluated?

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 210

Topic #: 1

[\[All CSA Questions\]](#)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

- A. Docs
- B. Community
- C. Help Panel (question mark icon)
- D. Wiki

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 211

Topic #: 1

[\[All CSA Questions\]](#)

The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against the data?

- A. Style
- B. Group by
- C. Configure
- D. Format
- E. Data

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 212

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 213

Topic #: 1

[\[All CSA Questions\]](#)

You have heard about a new application released by ServiceNow. You want to try it out, to see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

- A. Search the wiki for the sales demo request form
- B. Check the latest release notes at docs.servicenow.com
- C. Activate the application plug in, on your personal dev instance
- D. Activate the application plug in, on your company's production instance.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 214

Topic #: 1

[\[All CSA Questions\]](#)

When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 215

Topic #: 1

[\[All CSA Questions\]](#)

When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email. How might you do that?

- A. Click List Magnifier to expand column search, on Short Description, type email, click enter
- B. On Search box, select text, type email, click enter
- C. Click List Magnifier to expand column search, on Short Description, type *email, click enter
- D. Click List Magnifier to expand column search, on Short Description, type %email, click enter

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 216

Topic #: 1

[\[All CSA Questions\]](#)

When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Run Data Scrubber
- B. Set Coalesce
- C. Select Import Set
- D. Load Data
- E. Define Data Source

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 217

Topic #: 1

[\[All CSA Questions\]](#)

Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

- A. Vendors can sell multiple products; and products can be sold by multiple vendors.
- B. A Task can trigger many Workflows; and a Workflow can trigger many Tasks.
- C. Requests can contain many Items; and Items can be any item from the catalog.
- D. A Configuration Item can belong to multiple Classes, and Classes can contain multiple Configuration Items.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 218

Topic #: 1

[\[All CSA Questions\]](#)

What section on a task record would you use to see the most recent update made to a record?

- A. Audit Log
- B. Timeline
- C. Activity
- D. Journal

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 219

Topic #: 1

[\[All CSA Questions\]](#)

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Requested Item
- B. Create Record Producer
- C. Create On-boarding Bot
- D. Create Order Guide

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 220

Topic #: 1

[\[All CSA Questions\]](#)

On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

- A. Automapping Utility
- B. Relationships
- C. Service Tracer
- D. Transform Map

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 221

Topic #: 1

[\[All CSA Questions\]](#)

From a related list, what would a user click to personalize the layout of the columns?

- A. Gear
- B. Context Menu
- C. Pencil
- D. Magnifier

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CSA

Question #: 222

Topic #: 1

[\[All CSA Questions\]](#)

What is the language used for scripting in ServiceNow?

- A. C++
- B. JavaScript
- C. PHP
- D. Python

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 223

Topic #: 1

[\[All CSA Questions\]](#)

What are examples of UI Actions, relating to Lists? (Choose four.)

- A. List Links
- B. List Choices
- C. List Buttons
- D. List Override
- E. List Context Menu
- F. List Control

Show Suggested Answer



Actual exam question from ServiceNow's CSA

Question #: 224

Topic #: 1

[\[All CSA Questions\]](#)

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- Requested for
- Requested by
- Approving manager
- Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

- A. Create a Variable Set Template, then apply to all of the catalog items.
- B. Create one Variable Set for the four variables, then add that variable set to each of the 80 catalog items.
- C. Create a Record Producer that contains the four fields; then add to the record producer related list on the Catalog Items.
- D. Create a Flow Designer Action, with Variable Set Data Pill, then apply flow to all of the 80 catalog items.
- E. Create an Order Guide, which includes all variables; then copy and hide variables as needed.

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 225

Topic #: 1

[\[All CSA Questions\]](#)

A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers. What do you suggest?

- A. On My Work list, select the Activity Stream icon to show a frame with live updates
- B. Click on the eyeglass icon to expand the Monitor frame
- C. Open an Agent workspace tab for each record he wants to monitor
- D. Select Service Desk > My Work Dashboard

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 226

Topic #: 1

[\[All CSA Questions\]](#)

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

- A. sn_knowledge_import
- B. sn_knowledge_contribute
- C. Can contribute
- D. Can import

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 227

Topic #: 1

[\[All CSA Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 228

Topic #: 1

[\[All CSA Questions\]](#)

To apply a UI Policy to all views, which field should be set to true in its definition record?

- A. Global
- B. Reverse if false
- C. On load
- D. Inherit

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 229

Topic #: 1

[\[All CSA Questions\]](#)

What are the steps for importing data using an import set?

- A. Select source file; Run automap; Transform data; Clean up target table
- B. Identity source; Import transform map; Run transformer, Verify import
- C. Setup LDAP; Test map; Create update set; Run import; Apply update set
- D. Load the data; Create transform map; Transform data; Clean up import table

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 230

Topic #: 1

[\[All CSA Questions\]](#)

Which type of scripts run in the browser?

- A. Script Include Scripts
- B. Access Control Scripts
- C. Business Rule Scripts
- D. UI Policies and Client Scripts

Show Suggested Answer





Actual exam question from ServiceNow's CSA

Question #: 231

Topic #: 1

[\[All CSA Questions\]](#)

Which modules can you use to create a new table? (Choose two.)

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

Show Suggested Answer

