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QUESTION 1

How does ServiceNow match inbound email to existing records?

- A. Watermark
- B. Record link
- C. Subject line
- D. sys_id

Correct Answer: A

Reference: https://developer.servicenow.com/dev.do#!/learn/courses/quebec/app_store_learnv2_flowdesigner_quebec_flow_designer/app_store_learnv2_flowdesigner_quebec_notifications_in_flow_designer/app_store_learnv2_flowdesigner_quebec_inbound_email_and_flows

QUESTION 2

When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?

- A. REST messages
- B. Table
- C. Script Include
- D. Workflow

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/set-RCA-level.html>

QUESTION 3

What are web services?

- A. Methods used to create and maintain UI Pages
- B. Methods used to allow applications to connect to other software applications over a network
- C. Methods used to discover a wide variety of systems and applications
- D. They provide a customer-facing view of available service and product offerings provided by departments within the organization

Correct Answer: B



Reference: https://docs.servicenow.com/bundle/quebec-application-development/page/integrate/web-services/reference/r_AvailableWebServices.html

QUESTION 4

Which one of the following is NOT a UI Action type?

- A. List choice
- B. Form button
- C. List banner button
- D. Form choice

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/list-administration/task/t_EditingAUIAction.html

QUESTION 5

Which one of the following is true for the Application Picker and Application Scope?

- A. Global is a reserved application which does not appear in the Application Picker
- B. Selecting an application from the Application Picker does not set the Application Scope
- C. Selecting an application from the Application Picker sets the Application Scope
- D. Selecting Global in the Application Picker sets the Application Scope to Incident

Correct Answer: C

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