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QUESTION 1

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

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

Correct Answer: AB

Reference: https://community.servicenow.com/community?id=community_questionandsys_id=c7befb8adb4c00585129a 851ca961955

QUESTION 2

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

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

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_CreateAUserCriteriaRecord.html

QUESTION 3

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

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

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_ManageRoles.html



QUESTION 4

An employee in Chicago submits a request using the Employee Service Center. The HR Case template associated with the HR Service defines the Skills needed, but not an Assignment Group. Using base platform functionality, which of the following is the first step the system takes to assign the Case?

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

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources-global/concept/c_UseAssignmentRules-global.html

QUESTION 5

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

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

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ClientRoles.html

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