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QUESTION 1

Your customer wants incidents to close automatically 7 days after the incident is resolved. How do you meet this requirement? (Choose two.)

- A. Modify the Incident Lifecycle flow to trigger from the Resolved date instead of the Updated date Most Voted
- B. Update the incident_close UI action script
- C. From the Incident Properties application, set Enable auto closure of incidents based on Resolution date to Yes Most Voted
- D. Modify the Incident Lifecycle flow to expire after 7 days

Correct Answer: AD

QUESTION 2

Inside a change flow, you can automate a task with a sequence of related steps, like looking up a record, creating a record, or applying a policy. What is this component of the flow called?

- A. Flow Actions
- B. Flow Activities
- C. Flow Steps
- D. Action Pills
- E. Flow Tasks

Correct Answer: A

QUESTION 3

Your customer wants to use Incident Tasks on Incident Records But for efficiency reasons they want to automatically close all Incident Tasks when the parent Incident is closed or canceled.

How could you meet this requirement? (Choose two.)

- A. On Incident Properties, for Close Open Incident Tasks when Incident is closed or canceled, select Yes
- B. Enable system property com.snc.incident.mcidenttask closure
- C. Edit system property com.snc.incident.autoclose basedon resolved_at
- D. On Incident Properties, for Autoclose Incident Tasks, select Yes

Correct Answer: CD



QUESTION 4

When you activate the ITSM Roles plugin what additional granular roles are created for the Incident application? (Choose two.)

- A. sn_incident_write
- B. sn_incident_insert
- C. sn_incident_update
- D. sn_incident_read

Correct Answer: BC

QUESTION 5

What is KCS (Knowledge Centered Services)?

- A. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management
- B. A documented methodology to provide a set of best practices for creating and maintaining knowledge
- C. A dashboard with specific visualization of the different knowledge bases and categories
- D. An application that helps agents and managers to create cases from Knowledge articles

Correct Answer: B

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