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QUESTION 1

An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

A. customer.all

B. customer .*

C. customer.field

D. customer.none

Correct Answer: B

QUESTION 2

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

Correct Answer: B

QUESTION 3

If users would like to locate and assign a task to themselves in the Platform, What action could they perform from the list view to make the assignment? Choose 2 answers

A. Select the record using the check box, then select the Person icon

B. Double click on the Assigned to value, type the name of the user, and select the green check

C. Select the record using the check box then select the Assign To Me UI action on the List Header

D. Right click on the Task number and select the Assign to me option in the menu

E. Select the Task number, and select the Assign to me UI action on the form

Correct Answer: DE

QUESTION 4

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

A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals

B. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes

C. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups

D. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications

Correct Answer: C

QUESTION 5

Where would you go in ServiceNow to order services and products offered by various departments?

A. Service Catalog

B. Self Service

C. Service Department

D. Customer Service

Correct Answer: A