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QUESTION 1

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 workflow that requests an action before the workflow can continue

D. A Dictionary Override sets field properties in extended tables

Correct Answer: D

QUESTION 2

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

Correct Answer: C

QUESTION 3

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

Correct Answer: A

QUESTION 4

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

Correct Answer: A

QUESTION 5

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

Correct Answer: D

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