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# PR000370<sup>Q&As</sup>

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ServiceNow Certified System Administrator

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QUESTION 1

Which one of the following statements applies to a set of fields when they are coalesced during an import?

A. If a match is found using the coalesce fields, the existing record is updated with the information being imported

B. If a match is not found using the coalesce fields, the system does not create a Transform Map

C. If a match is found using the coalesce fields, the system creates a new record

D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Correct Answer: A

QUESTION 2

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

A. Answer Agent

B. live Feed

C. Virtual Agent

D. Connect Chat

Correct Answer: C

QUESTION 3

Which type of tables may be extended by other tables, but do not extend another table?

A. Base Tables

B. Core Tables

C. Extended Tables

D. Custom Tables

Correct Answer: A

QUESTION 4

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

A. Service Catalog variables can only be used in Record Producers

B. Service Catalog variables can only be used in Order Guides

C. Service Catalog variables cannot affect the order price

D. Service Catalog variables are global by default

Correct Answer: D

## QUESTION 5

Which would NOT appear in the History section of the Application Navigator?

A. Records

B. UI Pages

C. Lists

D. Forms

Correct Answer: B

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