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QUESTION 1

How many User Criteria Records may be applied to a single KB or KB Article?

- A. Only two
- B. Only three
- C. Unlimited
- D. Only one

Correct Answer: A

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924

QUESTION 2

When creating a new Lifecycle Event activity set, what happens when the audience field is set as empty?

- A. The activity set applies to all employees.
- B. The activity set applies for a specific group of people.
- C. The activity set will not apply to a specific group of people.
- D. The activity set will not apply to any employees.

Correct Answer: A

QUESTION 3

Using the base HRSD configuration with no integrations, when the subject person electronically signs an HR document or PDF document, the signature is saved as what?

- A. a digital signature
- B. a picture of the signature that is added to the document
- C. a digital key
- D. a digital certificate

Correct Answer: B

QUESTION 4



What kind of records do HR Requests create?

- A. HR Incidents
- B. HR Files
- C. HR Problems
- D. HR Cases

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-record-producer.html>

QUESTION 5

What does the employees utilize when submitting a self-service request to the HR Organization?

- A. HR Catalog
- B. HR Skills
- C. HR Template
- D. HR Profile

Correct Answer: A

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

QUESTION 6

Which portal allows employees to submit ethical violation complaints?

- A. Lifecycle Events
- B. HR Performance Analytics
- C. Employee Center
- D. HR Integrations

Correct Answer: C

QUESTION 7

A user with only the HR Admin [sn_hr_core.admin] role can save and modify which copies of existing reports?



- A. All
- B. Global
- C. Group
- D. Personal

Correct Answer: A

QUESTION 8

Which Service Portal configuration option is used to customize the logo, theme, and title of the HR Service Portal?

- A. Designer
- B. Page Editor
- C. Widget Editor
- D. Branding Editor

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/build/service-portal/concept/c_BrandingEditor.html

QUESTION 9

When is the Record producer field needed on the HR Service record?

- A. When the HR professional will be creating Cases on behalf of the employee
- B. When you want the employee to request the HR Service from the Employee Service Center
- C. It is always a required field
- D. There is no Record producer held on the HR Service record

Correct Answer: B

QUESTION 10

If both the Knowledge Base and the KB article have no "Can Read" User Criteria, what role is required to read the article?

- A. HR Basic [sn_hr_core.basic]
- B. HR Manager [sn_hr_core.manager]
- C. No role is needed



D. HR Admin [sn_hr_core.admin]

Correct Answer: C

QUESTION 11

When configuring the Onboarding Lifecycle Event, the HR Admin did not select an Audience for the '\\Select a Desk\\' task. If a remote employee is being onboarded, how does the system handle this task?

- A. The Lifecycle Event rescind process will be triggered
- B. The activity will be skipped
- C. The Lifecycle Event will be canceled
- D. The activity will be triggered and must be manually closed

Correct Answer: B

QUESTION 12

When an employee completes a questionnaire on an Employee Form, on which table does the system store their answers?

- A. Form [sys_ui_form]
- B. Metric Result [asmt_metric_result]
- C. Question Answer [question_answer]
- D. HR Case [sn_hr_core_case]

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/employee-form-configuration.html>

QUESTION 13

If the Audience field has been configured on a Lifecycle Event Activity, what will the system do if the subject person does not meet the criteria for that Activity?

- A. the activity must be manually closed by the HR professional
- B. the Lifecycle Event will be canceled
- C. the activity must be manually closed by the Subject person
- D. the activity will be skipped



Correct Answer: C

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-lifecycle-event-activity.html>

QUESTION 14

What determines which Knowledge bases, Knowledge articles, and Service Catalog Items an employee can view?

- A. Filters
- B. User Groups
- C. HR Criteria
- D. User Criteria

Correct Answer: D

QUESTION 15

The HR Profile table is used to track information for what Employment types? (Choose three.)

- A. Other
- B. Potential Employee
- C. Full Time Employee
- D. Temporary Employee
- E. Spouse
- F. Contractor

Correct Answer: CDF

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