



CSA^{Q&As}

Certified System Administrator

Pass ServiceNow CSA Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/csa.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by ServiceNow
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

What are the three components of a filter condition?

- A. Table
- B. Value
- C. Field
- D. Operator

Correct Answer: BCD

QUESTION 2

While showing a customer their incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that?

Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Label
- D. Right click on Priority and select Configure Column

Correct Answer: AC

QUESTION 3

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 4

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)



- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

Correct Answer: ACDF

QUESTION 5

What is the definition of a group?

- A. An escalation pod
- B. A department
- C. A collection of users
- D. A collection of subject matter experts
- E. A team of users

Correct Answer: C

QUESTION 6

Where in Flow Designer can users access information about actions that are added to the flow?

- A. Virtual Agent Help
- B. Local Action Help
- C. Help Panel
- D. Flow Assistant

Correct Answer: C

QUESTION 7

How are local flow variables accessed in the Flow Designer Data panel?

- A. As newly generated icons



B. As scratchpad variables

C. As new tabs

D. As data pills

Correct Answer: D

QUESTION 8

What icon do you use to change the label on a Favorite?

A. Clock

B. Hamburger

C. Pencil

D. Three dots

E. Triangle.

F. Star

Correct Answer: C

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451

QUESTION 9

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

A. On list Context Menu, select Group By > Category

B. On the Filter Menu, select Group By > Category

C. Click Group On icon, select Category

D. On Navigator Filter, type tablename.group.category and press enter

E. On the Category column title, click Context menu > Group By Category

Correct Answer: AE

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedList.html

QUESTION 10

What access does a user need to be able to import anicies to a knowledge base?



- A. Can contribute
- B. sn_knowledge_contribute
- C. sn_knowledge_import
- D. Can import

Correct Answer: A

QUESTION 11

What are examples of UI Actions relating to forms? Choose 3 answers

- A. Form Context Menu
- B. Form View
- C. Form Buttons
- D. Form Links.
- E. Form Columns

Correct Answer: ACD

QUESTION 12

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records
- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Correct Answer: D

QUESTION 13

Which role(s) are required to impersonate a user?

Choose 2 answers

- A. admin
- B. sys_admin



C. security_admin

D. sys_user

E. impersonator

Correct Answer: AE

QUESTION 14

What Service Catalog feature do you use to organize items into logical groups?

A. Variable sets

B. Catalog items

C. Sections

D. Categories

Correct Answer: A

QUESTION 15

Which tables are children of the Task table and come with the base system?

Choose 3 answers

A. Incident

B. Problem

C. Change Request

D. Config

E. Dictionary

F. cmdb

Correct Answer: ABC

The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.