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QUESTION 1

If the Match All field is checked on a User Criteria record, the user:

- A. Must satisfy at least one of the criteria to meet the conditions.
- B. Must satisfy at least of the criteria to meet the conditions.
- C. Must satisfy a majority percentage of the criteria to meet the conditions.
- D. Must satisfy all of the selected criteria to meet the conditions.

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/servicecatalog-management/task/t_CreateAUserCriteriaRecord.html

QUESTION 2

What do Client Roles define?

- A. Groups for the customer's clients.
- B. Roles that come into force if user uses a browser client.
- C. Named roles (eg VP of Operations, SVP Sales) for a customer's clients.
- D. Access for new hires, employees, alumni, contingent, and contract workers.

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/concept/c_ClientRoles.html

QUESTION 3

What kinds of records can be created using HR Service Activities? (Choose two.)

- A. Workflows
- B. Approvals
- C. HR Templates
- D. Tasks

Correct Answer: BD

QUESTION 4



What type of information does the HR Profile contain?

- A. Personal employee data
- B. Group membership and role information
- C. User login and department information
- D. A user's password

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/concept/c_HRProfileRecords.html

QUESTION 5

When does the HR Template populate information on the HR Case form?

- A. When the Opened for person is selected
- B. When the Assignment group is selected.
- C. When the HR Case Type is selected.
- D. When the HR service is selected on the HR Case Creation form.

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/task/configure-hr-case-template.html>

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