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QUESTION 1

If a knowledge base and its articles have no user criteria selected, a user without a role can do what?

- A. read and contribute articles
- B. read articles, but not contribute
- C. can neither read nor contribute articles
- D. contribute, but not read articles

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

QUESTION 2

If all Can Edit Journey permissions are selected on the Journey configuration, which of the following users are allowed to make changes to the existing Journey? (Choose two.)

- A. The journey owner
- B. The employee
- C. The mentor
- D. The admin

Correct Answer: AD

QUESTION 3

The customer you will be implementing for wants to utilize Now Mobile.

What is the minimum HR SKU they may purchase that includes Now Mobile?

- A. HR Service Delivery Professional
- B. Now Mobile is a standalone solution
- C. HR Service Delivery Enterprise
- D. HR Service Delivery Standard

Correct Answer: D



QUESTION 4

What is the purpose of Journey designer?

- A. It tracks the progress of Lifecycle Events and onboarding cases using the dashboards.
- B. It passes information from the lifecycle event case to a child case or task
- C. It manages the dependencies of activities within an activity set.
- D. It combines Lifecycle Event cases and Journey Accelerator action plans.

Correct Answer: D

QUESTION 5

Which HR Role is typically granted to all HR Support staff, at a minimum?

- A. HR Admin [sn_hr_core.admin]
- B. HR Basic [sn_hr_core.basic]
- C. HR KB Writer [sn_hr_core.kb_writer]
- D. Document Management User [document_management_user]

Correct Answer: B

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