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QUESTION 1

How is the HR template associated with an HR service?

- A. On the HR service record
- B. On the Lifecycle Event Activity Set
- C. On the HR template record
- D. On the HR case

Correct Answer: D

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

QUESTION 2

When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment.

Why?

- A. It indicates who should sign the document
- B. It indicates who generated the document
- C. It indicates the Opened for user
- D. It indicates who the document is about

Correct Answer: B

QUESTION 3

What is the difference between a configuration and a customization?

- A. Configuration uses complex JavaScript while Customization involves field name changes and new buttons.
- B. There is no difference between Configuration and Customization.
- C. Customization uses the built-in tools in the platform while Configuration involves code changes.
- D. Configuration uses the built-in tools in the platform while Customization involves code changes.

Correct Answer: D

Reference: https://community.servicenow.com/community?id=community_question&sys_id=336d8be9db9cdbc01dcaf3231f9619bd



QUESTION 4

An employee in Chicago submits a request using the Employee Service Center. The HR Case template associated with the HR Service defines the Skills needed, but not an Assignment Group.

Using base platform functionality, which of the following is the first step the system takes to assign the Case?

- A. An Assignment Rule creates a list of possible assignees
- B. A Matching Rule assigns the Case to a group
- C. The Case must be manually assigned
- D. An Assignment Rule assigns the Case to a group

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources-global/concept/c_UseAssignmentRules-global.html

QUESTION 5

What are the benefits of the HR application being scoped? (Choose three.)

- A. Provides an additional layer of control over HR data.
- B. Allows HR Admins to configure the HR application.
- C. HR department has more autonomy to manage all aspects of HRSD.
- D. Allows the System Administrator complete control.
- E. HR department has full control of the global application.

Correct Answer: BDE

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