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QUESTION 1

You have just released a new Change Model to the testers. Testers report they can see the old change models but cannot see the new change model on the change landing page.

What could cause this?

- A. Workflow has not been published
- B. Testers need itil role to see me change models
- C. New change models are only visible to Change Managers
- D. New change model needs Active to be set to True

Correct Answer: C

QUESTION 2

Your customer wants to change the way Priority on Problem records is calculated based on Impact and Urgency.

Which module should you use to locate and update the Priority Problem Lookup record?

- A. Priority Matrix
- B. Choice Lists
- C. Data Lookup Definitions
- D. Priority Rule Definitions

Correct Answer: C

QUESTION 3

When a Service Desk again shares a "How to\'' item with a customer what type of record is being shared?

- A. Knowledge article
- B. Content object
- C. How to document
- D. Information item

Correct Answer: A



QUESTION 4

When using Inbound Email Actions, what happens if an email is received which has no watermark or reference number?

- A. New case is created from the message
- B. New incident created from the message
- C. New interaction is created from the message
- D. Email is rejected and auto-reply sent to sender

Correct Answer: B

QUESTION 5

When building multiple catalog items, which components would you evaluate for consolidation and re-use? (Choose two.)

- A. Sets of Variables
- B. Entitlements
- C. Icons
- D. Flows and Subflows

Correct Answer: AD

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