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QUESTION 1

Which two advanced attributes can be applied to incident fields when editing? (Choose two.)

- A. Set a field trigger script
- B. Associate to an incident type
- C. Change field type
- D. Change field name

Correct Answer: AB

Reference: <https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/incident-management/reference/incident-management-properties.html>

QUESTION 2

An engineer notices that playbooks only start once the user clicks the 'investigate' button and he/she would like the playbook to start automatically.

How can this be implemented?

- A. Add the playbook to the integration's settings
- B. Select 'Run playbook automatically' from the incident type settings
- C. Add the !startinvestigation automation to the beginning of the playbook
- D. Select 'Run playbook automatically' from the integration settings

Correct Answer: B

QUESTION 3

Which two statements describe how timers are configured to start and stop automatically in a playbook? (Choose two.)

- A. Use a field of Number to count the number of seconds elapsed between two tasks
- B. After the playbook has run, calculate the total time taken and set the timer field with this value
- C. To begin counting time taken, add a task in the playbook with automation startTimer. To end the counting, add a task with automation stopTimer
- D. From the Timers tab of the playbook task, choose the action for the timer and the timer field to perform the action on

Correct Answer: CD



QUESTION 4

In which two scenarios would it be appropriate to implement a loop for a sub-playbook? (Choose two.)

- A. In repetitive process flows to iterate for each playbook input
- B. When continuously ingesting incidents from third-party systems
- C. In repetitive process flows with no more than 10 loops
- D. In repetitive processes that requires sub-playbook re-execution

Correct Answer: AB

QUESTION 5

Which two statements accurately describe layouts? (Choose two.)

- A. Layouts override classification and mapping
- B. New tabs can be added to the incident layout
- C. Layouts can display incident information and custom fields
- D. Layouts add or remove custom fields from an incident type

Correct Answer: BC

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