



# PR000370<sup>Q&As</sup>

ServiceNow Certified System Administrator

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#### QUESTION 1

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Correct Answer: C

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#### QUESTION 2

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

- A. Answer Agent
- B. live Feed
- C. Virtual Agent
- D. Connect Chat

Correct Answer: C

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#### QUESTION 3

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Correct Answer: ACD

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#### QUESTION 4

Where can Admins check which release is running on an ServiceNow instance?



- A. Memory Stats module
- B. Stats module
- C. System.upgraded table
- D. Transactions log

Correct Answer: B

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#### QUESTION 5

Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as creating quick reports, configuring the list, and exporting data
- B. It displays actions related to filtering options, assigning tags, and search
- C. It displays actions related to viewing and filtering the entire list
- D. It displays actions such as view form, view related task, and add relationship

Correct Answer: A

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