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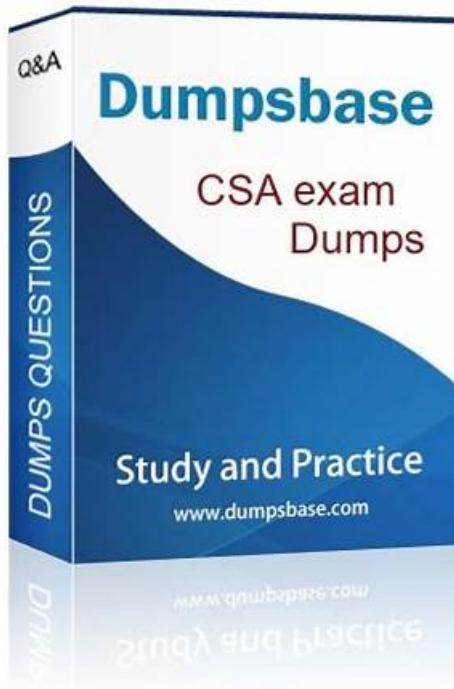
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To take the ServiceNow CSA certification exam, candidates must have some experience in using the ServiceNow platform. CSA exam consists of 60 multiple-choice questions that must be completed within 90 minutes. The passing score for the exam is 70%, and candidates who pass the exam will receive the ServiceNow CSA Certification. ServiceNow Certified System Administrator certification is valid for two years, after which the candidate must renew their certification by passing a recertification exam.

ServiceNow Certified System Administrator Sample Questions (Q497-Q502):

NEW QUESTION # 497
Which one of the following statements is true?

- A. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- B. When an incident form is saved, the impact field is calculated by adding the Prion:, and Urgency values
- C. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Answer: D

NEW QUESTION # 498
What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Config
- B. UI Settings
- C. UI Actions
- D. UI Policies

Answer: C

Explanation:
In ServiceNow, UI Actions are used to add buttons, links, and context menu items on forms and lists to enhance user interaction.
Why is the Correct Answer "UI Actions"?
UI Actions provide interactive elements such as buttons, links, and context menu options on forms and lists.
UI Actions allow execution of server-side and client-side scripts, including GlideAjax and GlideRecord calls.
They can be configured to execute under specific conditions, such as user roles, field values, or record states.
Examples of UI Actions include:
Submit, Update, and Delete buttons on forms.
Custom action buttons such as "Escalate Incident" or "Resolve Task".
List context menu items such as "Approve" or "Reject" for workflow items.
Why Not the Other Options?
A . UI Policies: ☐ Used for dynamically showing, hiding, or making fields mandatory, but not for adding buttons or links.
B . UI Settings: ☐ No such module in ServiceNow.
D . UI Config: ☐ Not a valid option; UI Actions, not "UI Config," control buttons and menus.
Reference from the Certified System Administrator (CSA) Official Documentation:
UI Actions Overview: ServiceNow Docs
Configuring UI Actions for Forms and Lists
By using UI Actions, developers can enhance the user experience by providing interactive buttons and menu options in ServiceNow.

NEW QUESTION # 499
The customer has asked that your change the default layout of the task list.
* Number
* Task Type
* Parent
* Short Description
* Assignment Group
* Assignment
* Updated
After navigation to the list, where would you click, to meet this requirement?

- A. Click List Context Menu > Configure Columns
- B. Right click on any column header, Context menu > Configure > List Layout
- C. Click List Context Menu >Personalize List
- D. Right click List Gear icon > Configure > Columns

Answer: B

NEW QUESTION # 500
When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. Favorites
- B. Names of Applications and Modules
- C. Names of Applications
- D. Titles of Dashboard Gauges
- E. History Records
- F. Names of Modules

Answer: A,B,C,F

NEW QUESTION # 501
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

Answer: C

Explanation:
Theconversational bot platforminServiceNowthat helps usersobtain information, make decisions, and perform common tasksis calledVirtual Agent.
What is Virtual Agent?Virtual Agent is achatbot frameworkin ServiceNow that allows users to interact with the system usingnatural language processing (NLP). It automates responses, guides users through processes, and integrates with ServiceNow workflows to resolve requests efficiently.
Conversational AI & Automation
Uses AI andNatural Language Understanding (NLU)to interpret user input and provide relevant responses.
Predefined Topics & Custom Topics
Comes with pre-built conversation topics (e.g., resetting passwords, requesting IT help) and allows organizations to create custom topics.
Multi-Channel Support
Works with platforms likeMicrosoft Teams, Slack, ServiceNow Chat, and web portals.
Self-Service Capabilities
Enables users to resolve issueswithoutcontacting the Service Desk, improving efficiency.
Integration with ServiceNow Workflows
Can trigger workflows tocreate incidents, update records, retrieve knowledge articles, or complete approvals.
A: Answer Agent
Incorrect: There is no feature named "Answer Agent" in ServiceNow.
B: Live Feed
Incorrect:Live Feedis a social collaboration tool in ServiceNow that allows users to post updates and interact with others, similar to a message board. It does not provide AI-based conversational assistance.
D: Connect Chat
Incorrect:Connect Chatis ServiceNow's real-timecollaborative chat system, used for direct communication between users and support agents, but it isnot an AI-driven Virtual Agent.
Key Features of Virtual Agent:Why Other Options Are Incorrect?
ServiceNow Product Documentation - Virtual Agent
Virtual Agent Overview
Setting Up Virtual Agent
ServiceNow Conversational Interfaces
Virtual Agent vs. Connect Chat
References from ServiceNow CSA Documentation:

NEW QUESTION # 502
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