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ServiceNow is a cloud-based platform that provides IT service management, IT operations management, and IT business management solutions. It has gained popularity in recent years due to its ability to streamline and automate workflows, reducing manual effort and increasing efficiency. As more organizations adopt ServiceNow, there is a growing demand for professionals who can manage and administer the platform effectively. The ServiceNow Certified System Administrator (CSA) exam is designed for individuals who want to demonstrate their expertise in administering ServiceNow.

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ServiceNow Certified System Administrator Sample Questions (Q439-Q444):

NEW QUESTION # 439

The testing team needs to be able to perform activities in the test instance, as though they are a member of the Service Desk group. What role would they need to be able to switch between user accounts, without logging out and back in?

- A. service_desk
- B. admin
- C. incognito
- **D. impersonator**

Answer: D

Explanation:

The impersonator role allows a user to switch to another user account and act as that user without logging out and back in¹. This can be useful for testing purposes or for providing support to other users².

Reference Impersonate a user Roles and permissions

NEW QUESTION # 440

For your implementation, the following tables. are extended from each other:

* Incident table is extended from Task table.

* Super Incident table is extended from Incident table,

In this situation, which table(s) are Parent, Child and Base tables?

Choose 5 answers

- A. Task table is a Child table
- B. Incident table is a Base table
- C. Super Incident table is a Base table
- **D. Task table is a Base table**
- **E. Incident table is a Child table**
- **F. Task table is a Parent table**
- **G. Super Incident table is a Child table**
- H. Super Incident table is a Parent table
- **I. Incident table is a Parent table**

Answer: D,E,F,G,I

NEW QUESTION # 441

Which tool is used to have conversations with logged-in users in real-time?

- A. Comments
- B. Now Messenger
- **C. Connect Chat**
- D. User Presence

Answer: C

Explanation:

Connect Chat is the real-time messaging tool in ServiceNow that allows logged-in users to communicate instantly within the platform. It provides live, interactive conversations between users, which is particularly useful for collaboration in IT Service Management (ITSM), HR, and other ServiceNow modules.

Understanding Connect Chat:

Primary Functionality:

Enables real-time conversations within ServiceNow.

Allows communication between individual users, groups, and support teams.

Can be integrated into various ServiceNow applications (e.g., Incident Management, HR Service Delivery).

Where to Access It:

Users can access Connect Chat from the Connect Sidebar (a chat window on the right side of the screen).

Available under: All → Connect Chat.

Key Features:

Supports one-on-one and group conversations.

Integrates with work notes and comments on ServiceNow records.

Provides notifications and presence indicators to show who is online.

Explanation of Incorrect Answers:

B . Now Messenger - Incorrect.

No such tool called Now Messenger exists in ServiceNow.

C . User Presence - Incorrect.

User Presence allows users to see who is online in the system but does not provide chat functionality.

D . Comments - Incorrect.

Comments are used to provide asynchronous updates on records but do not enable real-time communication.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → Connect Chat

ServiceNow CSA Study Guide → Collaboration Tools in ServiceNow

ServiceNow Knowledge Base → Connect Chat vs. User Presence

NEW QUESTION # 442

What occurs when a user is listed in both the "Available For" and "Not Available For" related lists in a Category record?

- A. The user can access the category but cannot modify it
- **B. The user cannot access the category because "Not Available For" overrides "Available For"**
- C. The user can access the category only if the catalog items within the category have no restrictions
- D. The user can access the category because "Available For" takes precedence

Answer: B

Explanation:

In ServiceNow User Criteria (used for Service Catalog Items, Categories, and Knowledge Bases), the security logic follows a "deny-first" or "restriction overrides permission" model.

The Rule: If a user matches the criteria defined in the Not Available For list, they are denied access immediately, regardless of whether they also appear in the Available For list.

Logic: Not Available For > Available For.

This ensures that security restrictions are strictly enforced. For example, you might make a category Available to "All Employees" but Not Available to "Contractors." If a user is both (e.g., an employee record exists but they are tagged as a contractor group), the restriction blocks them.

NEW QUESTION # 443

What would NOT appear in the Application Navigator if "service" is typed into the filter field?

- A. Self-Service > Knowledge
- B. Service Portal > Widgets
- **C. Incident > Assigned to me**
- D. Configuration > Business Services

Answer: C

Explanation:

The Application Navigator in ServiceNow allows users to quickly filter and locate applications, modules, and menus by typing keywords in the filter field.

When you type "service" into the filter field, only modules containing the word "service" in their name or path will be displayed.

Analysis of Each Option:

Option: Contains "service"?

Appears in Navigator?

A: Configuration > Business Services

"Business Services" contains "service"

Appears

B: Self-Service > Knowledge

"Self-Service" contains "service"

Appears

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