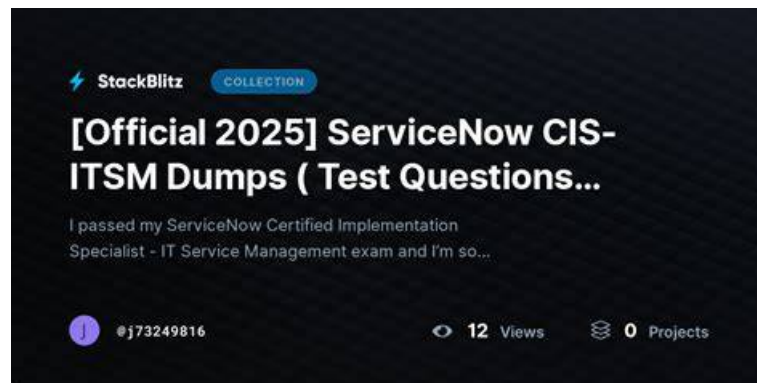


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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q78-Q83):

NEW QUESTION # 78

By default, when using Inbound actions, what happens if an email is received which has an Incident watermark?

- A. Incident SLA clock is un-paused
- **B. Incident record is updated, per the action's script** Most Voted
- C. Auto-reply sent to sender, recommending they use Portal chat
- D. Incident record is re-set to state = attention required

Answer: B

NEW QUESTION # 79

Which of the following statements is true regarding attaching workflows to requests?

- A. One or more workflows can be attached to a request.
- B. It is not possible to attach workflows to requests.
- **C. A workflow must be attached to requests.**
- D. A workflow can be attached to requests but it is not mandatory.

Answer: C

NEW QUESTION # 80

A customer would like to modify the wording that appears when a user selects Change > Create New. Which type of record must be adjusted?

- A. Change Type Data Lookup
- B. Application Module
- **C. Interceptor**
- D. Language File

Answer: C

Explanation:

Explanation

The Edit Interceptor button can be used to:

- * Modify wording on an existing option
- * Modify the target URLs
- * Add a new type of Change

Note: all interceptors can be found (and modified) at: System Definition > Interceptors

NEW QUESTION # 81

How to allow automatic closure of incident tasks once incident is closed?

- A. Set property com.snc.incident.autoclose.basedon.resolved_at to zero
- B. Set property com.snc.incident.autoclose.based on.resolved_at to Yes
- C. Set property com.snc.incident.incident_task.closure to auto
- **D. Set property com.snc.incident.incident_task.closure to true**

Answer: D

NEW QUESTION # 82

You can create only one change request from an incident.

- A. False
- **B. True**

Answer: B

Explanation:

Explanation

You cannot create a change from an incident that is already associated with another change.

NEW QUESTION # 83

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