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## Sample Questions (Q142-Q147):

### NEW QUESTION # 142

What are the most common ways to create problems? (Choose two.)

- A. Using a third-party integration.
- B. Using the Create Problem Virtual Agent Conversation.
- C. Using the Create Problem UI action on an incident.
- D. Manually using the Problems related list on a change.
- E. Manually using the Create New module.

**Answer: C,E**

### NEW QUESTION # 143

Which ServiceNow application provides a structured way to manage face-to-face IT support and allows users to join a queue via a physical or virtual kiosk?

- A. Onsite Support Now
- B. Walk-in Kiosk
- C. Check-in Kiosk
- D. Walk-up Experience
- E. Now Tech Lounge

**Answer: D**

Explanation:

The Walk-up Experience is a specific ServiceNow application designed to manage face-to-face IT support in a physical location (often referred to as a "Tech Lounge" or "Genius Bar" style setup). It allows users to join a virtual queue via a mobile device or a physical kiosk, view wait times, and receive notifications when a technician is ready. For the IT department, it provides structured tracking, reporting, and inventory integration for these high-touch, onsite interactions that were historically difficult to track within standard Incident management.

### NEW QUESTION # 144

ServiceNow contains a resource with information about all services. It is used to support the sale and delivery of services to employees and customers. It includes information about deliverables, options, prices, delivery and performance targets.

What is this resource called?

- A. Service One Stop Shop
- B. Service Dashboard
- C. Service Portal
- D. Service Catalog
- E. Service Map

**Answer: D**

### NEW QUESTION # 145

Which of the following catalog client script methods will modify the choice list options available to an end user on a catalog item?

- A. onSave
- B. onLoad
- C. onLaunch
- D. onSubmit

**Answer: B**

### NEW QUESTION # 146

Which script action is called once "Communicate Fix" is clicked?

- A. Copy Problem Fix
- B. Copy Prblm Fix to Incdnt Comments
- C. Copy Prb fix to Inc
- **D. Copy Prb fix to Inc comments**

**Answer: D**

## NEW QUESTION # 147

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