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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q185-Q190):

NEW QUESTION # 185

Recently a Salesforce org's integration failed because it exceeded the number of allowed API calls in a 24-hour period. The integration handles a near real-time, complex insertion of data into Salesforce.

The flow of data is as follows:

* The integration looks up Contact records with a given email address and, if found, the integration adds a Task to the first matching Contact it finds.

* If a match is not found, the integration looks up Lead records with a given email address and, if found, the integration adds a Task to the first matching Lead it finds.

* If a match is not found, the integration will create a Lead and a Task for that newly created Lead.

What is one way in which the integration can stay near real-time, but not exceed the number of allowed API calls in a 24-hour period?

- A. Use the REST API as well as the SOAP API to effectively double the API calls allowed in a 24-hour period.
- B. Create an Inbound Message that, using Flow, can do all of the logic the integration code was doing.
- C. Write a custom Apex web service that, given an email address, does all of the logic the integration code was doing.
- D. Create several Apex InboundEmailHandlers to accept calls from the third-party system, thus bypassing the API limits.

Answer: D

Explanation:

Explanation/Reference:

NEW QUESTION # 186

Which three types of prices can the system administrator set for an organization's products? (Choose three.)

- A. Sales prices
- B. List prices
- C. Discount prices
- D. Product prices
- E. Standard prices

Answer: B,C,E

Explanation:

Explanation

NEW QUESTION # 187

An Inbound Action processes an email received by ServiceNow to create or update a record in ServiceNow.

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

Answer: B

NEW QUESTION # 188

A company has a custom object, Sales Demo Request, that has a lookup to an Opportunity. It is required that a Sales Demo Request record be created when an Opportunity's Probability is greater than 50%.

What is the optimal way to automate this?

- A. Build a Process on Opportunity.
- B. Create a Workflow on Opportunity.
- C. Build a Flow on Opportunity.
- **D. Use an Apex Trigger on Opportunity.**

Answer: D

NEW QUESTION # 189

A company notices that their unit tests in a test class with many methods to create many records for prerequisite reference data are slow.

What can a developer do to address the issue?

- A. Move the prerequisite reference data setup to the constructor for the test class.
- B. Move the prerequisite reference data setup to a static method in the test class and call that from each test method.
- C. Move the prerequisite reference data setup to a `@testSetup` method in the test class.
- **D. Move the prerequisite reference data setup to a `TestDataFactory` and call that from each test method.**

Answer: D

NEW QUESTION # 190

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