

# The latest ServiceNow certification CSA exam practice questions and answers

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## CSA Practice – ServiceNow Exam

### Questions & Answers

1. What section on a task record would you use to see the most recent update made to a record?

**Answer** Journal

Timeline

Update log

Audit log

Diary

Activity

2. What are the examples of UI actions?

**Answer** List buttons List context menu

List choices

List links

List control

Lists overwrite

3. Which feature allows you to automate business logic for a particular application or process such as approvals, task, notifications and record operations?

**Answer** Flows

Action sequence

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## ServiceNow Certified System Administrator Sample Questions (Q492-Q497):

### NEW QUESTION # 492

Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as view form, view related task, and add relationship
- B. It displays actions related to viewing and filtering the entire list
- C. It displays actions such as creating quick reports, configuring the list, and exporting data
- D. It displays actions related to filtering options, assigning tags, and search

**Answer: C**

Explanation:

Explanation

### NEW QUESTION # 493

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Localization Framework plugin (com.glide.localization\_framework)
- B. Translation Framework plugin (com.glide.translation\_framework)
- C. Multiple Language Framework plugin (com.glide.multiple.language\_framework)
- D. Language AI Framework plugin (com.glide.language.ai\_framework)

**Answer: B**

Explanation:

To translate Service Catalog items into multiple languages in ServiceNow, the Translation Framework plugin (com.glide.translation\_framework) must be activated. This plugin enables automatic translation of text fields, including:

Service Catalog items

Knowledge Base articles

Field labels

UI components

Provides multi-language support for catalog items.

Uses machine translation or manual translation mapping.

Works with the ServiceNow Language Packs to provide localized experiences.

Key Features of the Translation Framework Plugin:

The Translation Framework plugin (com.glide.translation\_framework) is specifically designed to support multi-language content translation for the Service Catalog.

It allows translation of catalog item descriptions, labels, and options without custom scripting.

Why "B. Translation Framework Plugin" is the Correct Answer?

A: Localization Framework Plugin (com.glide.localization\_framework) - Incorrect This plugin helps with localization settings but is not specifically for catalog item translation.

C: Multiple Language Framework Plugin (com.glide.multiple.language\_framework) - Incorrect No such plugin exists in ServiceNow.

D: Language AI Framework Plugin (com.glide.language.ai\_framework) - Incorrect This is not a valid ServiceNow plugin.

Explanation of Incorrect Options:

ServiceNow Docs: Translation Framework Plugin

ServiceNow CSA Study Guide - Multi-language Support

ServiceNow Product Documentation: Translating Service Catalog Items

References from Certified System Administrator (CSA) Documentation:

### NEW QUESTION # 494

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 Policies

- **D. UI Actions**

**Answer: D**

Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c\\_UIActions.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c_UIActions.html)

#### **NEW QUESTION # 495**

Which tool should be used to populate commonly used fields in a form?

- **A. Template**
- B. Reference Qualifier
- C. Assignment Rule
- D. Formatter

**Answer: A**

#### **NEW QUESTION # 496**

A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers, What do you suggest?

- A. Click on the eyeglass icon to expand the Monitor frame
- B. Open an Agent workspace tab for each record he wants to monitor
- **C. Select Service Desk > My Work Dashboard**
- D. On My Work list, select the Activity Stream icon to show a frame with live updates

**Answer: C**

#### **NEW QUESTION # 497**

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