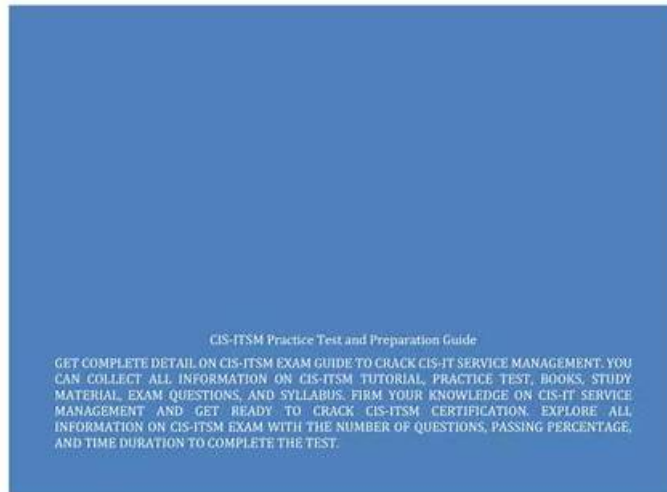


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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q66-Q71):

### NEW QUESTION # 66

Universal Containers uses Big Objects to store almost a billion customer transactions called Customer\_Transaction\_\_b. These are the fields on Customer\_Transaction\_\_b:

Account\_\_c  
Program\_\_c  
Points\_Earned\_\_c  
Location\_\_c  
Transaction\_Date\_\_c

The following fields have been identified as Index Fields for the Customer\_Transaction\_\_b object: Account\_\_c, Program\_\_c, and Transaction\_Date\_\_c.

Which SOQL query is valid on the Customer\_Transaction\_\_b Big Object?

- A. `SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '001R000000302D3' AND Program__c INCLUDES ('Shoppers', 'Womens') AND Transaction_Date__c=2019-05-31T00:00Z`
- B. `SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '001R000000302D3' AND Program__c LIKE 'Shop%' AND Transaction_Date__c=2019-05-31T00:00Z`
- C. `SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '001R000000302D3' AND Program__c EXCLUDES ('Shoppers', 'Womens') AND Transaction_Date__c=2019-05-31T00:00Z`
- D. `SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '001R000000302D3' AND Program__c ='Shoppers' AND Transaction_Date__c=2019-05-31T00:00Z`

**Answer: D**

### NEW QUESTION # 67

Which table is used to store Q&A data for knowledge articles?

- A. kb\_qa
- B. kb\_social\_qa\_question
- C. kb\_social
- D. kb\_social\_qa

**Answer: B**

### NEW QUESTION # 68

How can a user with itil roles resolve a problem?

- A. Manually changing the state to "Resolved"
- B. None of the listed answers
- C. Clicking on the Resolve button

- D. Manually changing the state to "Closed"

**Answer: B**

Explanation:

Users with itil role cannot resolve problems.

#### NEW QUESTION # 69

Which three actions can occur when an administrator clicks "Save" after making a number of modifications to Knowledge data categories in a category group and changing their positions in the hierarchy? (Choose three.)

- A. Users are temporarily locked out of their ability to access articles.
- B. The history of article usage is reset to zero utilization.
- C. Users may temporarily experience performance issues when searching for articles.
- D. The articles and questions visible to users change.
- E. The contents of the category drop-down menu change.

**Answer: A,B,D**

#### NEW QUESTION # 70

Which of the following fields does ServiceNow recommend to move to the Advance view of the catalog item form? (Choose two.)

- A. No cart
- B. Show shopping cart
- C. Omit price in cart
- D. No subtotal
- E. Shopping cart label

**Answer: A,C**

#### NEW QUESTION # 71

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