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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q91-Q96):

### NEW QUESTION # 91

When using the Email Client, what is the difference between an Email Template and a Quick Message?

- A. Email Templates are included with ITSM, Quick Messages are new with Machine Learning
- B. Email Template is defined and automatically applied when the email form launches Quick Messages are defined and then can be manually applied by the user
- C. Email templates are defined by users with admin role Quick Messages are defined by users with quick\_message\_admin role
- D. Email Templates are like forms that can be sent to the caller for completion Quick Messages are primarily used by the Chat Bot

**Answer: B**

Explanation:

Create predefined content to add in the email client so that users can write emails consistently and efficiently.

Email Template: You can create a different template for each table that uses the email client.

#### NEW QUESTION # 92

Users who approve changes require ServiceNow license unless they do the approval through email.

- A. False
- B. True

**Answer: A**

Explanation:

License is needed for approval even if the approval is done via email.

#### NEW QUESTION # 93

It is important to define the VIP users in order to correctly calculate incident priority.

- A. False
- B. True

**Answer: A**

Explanation:

Explanation

No logic is added for incidents received from VIP callers. The only change is that a decoration is added next to the Caller field and the Caller text becomes red.

#### NEW QUESTION # 94

The test method above calls a web service that updates an external system with Account information and sets the Account's Integration\_Updated\_\_c checkbox to True when it completes. The test fails to execute and exits with an error: "Methods defined as TestMethod do not support Web service callouts." What is the optimal way to fix this?

- A. Add Test.startTest() before and Test.stopTest() after CalloutUtil.sendAccountUpdate.
- B. Add Test.startTest() and Test.setMock before and Test.stopTest() after CalloutUtil.sendAccountUpdate.
- C. Add if(!Test.isRunningTest()) around CalloutUtil.sendAccountUpdate.
- D. Add Test.startTest() before and Test.setMock and Test.stopTest() after CalloutUtil.sendAccountUpdate.

**Answer: C**

#### NEW QUESTION # 95

Prior to Quebec, when you click Change > Create New, which page is displayed?

- A. Change Catalog
- B. Change Wizard
- C. Change Landing Page
- D. Change Interceptor
- E. Change Form

**Answer: D**

#### NEW QUESTION # 96

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