

ServiceNow CSA Valid Exam Answers & CSA Reliable Exam Voucher

ServiceNow CSA Exam Questions and Answers Fully Solved 2024

Form Context Menu - answer Provides options related to viewing, configuring, creating favorites, and saving form data

The three bars in the upper left corner of a form

Knowledge Management (KM) - answer Involves creating, categorizing, viewing, and governing information assets in a way that provides context for effective decisions and actions

Who can add or remove widgets in a dashboard? (3 Answers) - answer Users with edit access to the dashboard
Dashboard Owner
Users with dashboard_admin role

User impersonation (2 Answers) - answer Not visible in the mobile view of the platform

Users with impersonator role cannot impersonate admin users

Relationship between Problem and Task table - answer Problem extends the task table

3rd party system used in Flow Designer - answer IntegrationHub

Steps to change branding for ITSM (2 Answers) - answer System Properties > Basic Configuration UI16
Guided Setup > ITSM Guided Setup

Configuration to instruct fields how to behave on a form when a UI Policy is triggered - answer UI Policy Action

External acceptable data source types (3 Answers) - answer REST
IDOC
LDAP

Two options to define fulfillment process for service catalog item? (2 Answers) - answer Flow

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ServiceNow CSA certification exam is designed to test the knowledge and proficiency of IT professionals in using the ServiceNow platform. CSA exam covers a wide range of topics, including ServiceNow architecture, configuration, administration, and customization. CSA Exam also assesses the candidate's ability to troubleshoot and resolve common issues and problems related to ServiceNow.

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It is similar to the CSA desktop-based software, with all the elements of the desktop practice exam. This mock exam can be accessed from any browser and does not require installation. The ServiceNow Certified System Administrator (CSA) questions in

the mock test are the same as those in the real exam. And candidates will be able to take the web-based ServiceNow Certified System Administrator (CSA) practice test immediately through any operating system and browsers.

ServiceNow Certified System Administrator Sample Questions (Q169-Q174):

NEW QUESTION # 169

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:

In ServiceNow, UI Actions are used to add buttons, links, and context menu items on forms and lists to enhance user interaction.

Why is the Correct Answer "UI Actions"?

UI Actions provide interactive elements such as buttons, links, and context menu options on forms and lists.

UI Actions allow execution of server-side and client-side scripts, including GlideAjax and GlideRecord calls.

They can be configured to execute under specific conditions, such as user roles, field values, or record states.

Examples of UI Actions include:

Submit, Update, and Delete buttons on forms.

Custom action buttons such as "Escalate Incident" or "Resolve Task".

List context menu items such as "Approve" or "Reject" for workflow items.

Why Not the Other Options?

A . UI Policies: ☐ Used for dynamically showing, hiding, or making fields mandatory, but not for adding buttons or links.

B . UI Settings: ☐ No such module in ServiceNow.

D . UI Config: ☐ Not a valid option; UI Actions, not "UI Config," control buttons and menus.

Reference from the Certified System Administrator (CSA) Official Documentation:

UI Actions Overview: ServiceNow Docs

Configuring UI Actions for Forms and Lists

By using UI Actions, developers can enhance the user experience by providing interactive buttons and menu options in ServiceNow.

NEW QUESTION # 170

Which icon would you double click, to expand and collapse the list of all Applications and Modules?

☐

- **A. Application**
- B. Star
- C. Funnel
- D. Clock

Answer: A

Explanation:

In ServiceNow, the Application Navigator allows users to browse and access Applications and Modules.

To expand or collapse the Application Navigator, users interact with the Application Menu icon (#), commonly known as the "Hamburger" menu.

Locate the three-line "Hamburger" icon (#) at the top-left of the Application Navigator.

Double-click or single-click to expand/collapse the list of applications and modules.

A: Star (Incorrect)

The Star icon (#) represents Favorites, allowing users to mark frequently used modules for quick access.

B: Clock (Incorrect)

The Clock icon (##) is for Recently Viewed Items, showing the user's most recent navigations.

D: Funnel (Incorrect)

The Funnel icon (#) is a filter used to refine search results or application lists, not to expand/collapse the navigator.

Navigating the Application Menu <https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface>

/page/administer/navigation-and-ui/concept/c_NavigationAndTheUserInterface.html How to Expand/Collapse Applications & Modules: Explanation of Incorrect Options: Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 171

What section on a task record is used to see the most recent updates made to a record?

- A. Audit Log
- B. Timeline
- C. Activity Stream
- D. Related List

Answer: C

Explanation:

In ServiceNow, the Activity Stream section on a task record displays the most recent updates made to that record. It logs changes in fields, comments, work notes, and system updates in real time.

Displays a chronological history of changes

Shows who made the update, when it was made, and what changed.

Includes comments, work notes, system-generated updates, and field value changes.

Real-time updates for collaboration

If multiple users are working on the same record, they can see updates in real-time.

Useful for ITSM workflows (Incidents, Change Requests, Tasks).

Integrated with Comments and Work Notes

Users can add comments (visible to users) or work notes (internal notes) directly in the Activity Stream.

Why is "Activity Stream" the Correct Answer?

Example View of Activity Stream in a Task Record:

Timestamp	User	Action
10:15 AM	John Doe	Updated Priority from "Low" to "High"
10:20 AM	Jane Smith	Added a work note: "Waiting for user confirmation"
10:30 AM	System	State changed from "New" to "In Progress"

A: Related List Incorrect- Related Lists show linked records (e.g., affected CIs, approvals, attachments) but not recent updates.

C: Audit Log Incorrect- The Audit Log (sys_history_line table) tracks database-level changes but is not displayed as an Activity Stream on a task record.

D: Timeline Incorrect- No standard "Timeline" section exists in ServiceNow task records.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Activity Streams#Understanding Activity Streams

ServiceNow Docs - Viewing Record History in Activity Stream#Using Activity Streams in Task Records Official ServiceNow

Documentation References:

NEW QUESTION # 172

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken?

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

Answer: A

Explanation:

In ServiceNow, Number Maintenance is the application used to manage and modify numbering schemes for different tables, including the Incident table. Since the default prefix for Incident numbers is "INC", an administrator can modify it to a company-specific prefix (e.g., "IN") by following these steps:

Navigate to the Number Maintenance Application:

Go to All # System Definition # Number Maintenance
 Search for the Incident table (task.number record for Incident).
 Modify the Prefix:
 Open the existing Incident numbering record.
 Change the Prefix from "INC" to "IN".
 Ensure the Next Number field is correctly set (e.g., "IN0001001").
 Save the Changes:
 Click Update to apply the new prefix.
 All newly created incidents will now follow the new format (IN0001001).
 Existing incidents are NOT affected-only newly created records will reflect the new prefix.
 Steps to Change the Incident Number Prefix: Why Option A (Number Maintenance) is Correct? The Number Maintenance application is the correct place to modify prefixes for tables like Incident.
 Why Other Options Are Incorrect? B. Create a Business Rule that modifies the prefix before the Insert operation # Incorrect Business Rules do not control number generation.
 Number generation is managed by Number Maintenance at the system level.
 C: The prefix of an incident cannot be changed because it is a built-in feature # Incorrect The prefix CAN be changed using the Number Maintenance application.
 Only existing records retain their original prefix; new records follow the updated format.
 D: Submit a Change Request to ServiceNow Technical Support # Incorrect
 This is not necessary, as administrators can make this change directly through Number Maintenance.
 ServiceNow Docs - Number Maintenance Configuration <https://docs.servicenow.com> ServiceNow Learning - Customizing Numbering Schemes ServiceNow Developer Portal - Number Prefix Best Practices References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 173

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. Duplicate rows are rejected from the import.
- **B. All rows are treated as new records, but errors will be flagged in the import log.**
- C. All rows are treated as new records. No existing records are updated.
- D. All rows are rejected from the import, as coalesce field is required.

Answer: B

NEW QUESTION # 174

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