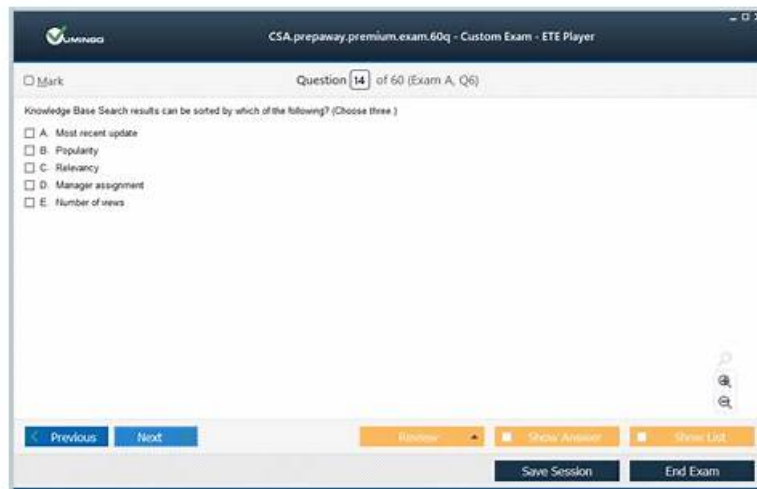


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ServiceNow Certified System Administrator Sample Questions (Q209-Q214):

NEW QUESTION # 209

You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

- A. On Search, select State, type not Resolved, press enter
- B. Click Funnel icon, click AND, Select Resolved, is Not State click Run
- C. On the list of records, locate the right-click on the Resolved value, select Exclude.
- D. On state column title, right-click, select Filter Out > Resolved
- E. On the list of records, locate and right-click on the Resolved value, select Filter Out

Answer: E

NEW QUESTION # 210

You are editing a new incident record and would like the Save button to be located on the Form header. Which action would need to be taken for that button to appear?

- A. All > System Properties > UI Properties > Turn on the `glide.ui.advanced*` property
- B. Context Menu > Form Design > add the Save button
- C. Context Menu > Form Layout > add the Save button
- D. All > System Properties > UI Properties > Turn on the Save button

Answer: A

Explanation:

In ServiceNow, by default, the "Save" button is not displayed on the form header. Instead, users typically use the "Submit" or "Update" buttons.

To enable the "Save" button on the form header, you must enable the `glide.ui.advanced` system property.

Enables the "Save" Button in the Form Header

The `glide.ui.advanced` property activates additional UI options, including the Save button on forms.

Once enabled, users will see the "Save" button alongside "Submit" and "Update" in the form header.

Allows Partial Record Saves Without Submitting

Unlike "Submit" (which creates a new record) or "Update" (which modifies an existing record), "Save" allows users to retain changes without submitting the form.

Useful for drafts or in-progress edits.

Controlled via System Properties

The "Save" button is not a field or UI action that can be manually added through Form Design or Layout.

It is enabled at the system level via System Properties > UI Properties.

Why is "Turning on `glide.ui.advanced`" the Correct Answer?

Navigate to All > System Properties > UI Properties

Find the `glide.ui.advanced` property

Set it to "true"

Save the changes

Refresh the Incident form# The "Save" button will now appear

How to Enable the Save Button in ServiceNow?

B: Context Menu > Form Design > Add the "Save" button
Incorrect- The "Save" button is not a UI action that can be added via Form Design. It must be enabled through system properties.

C: All > System Properties > UI Properties > Turn on the "Save" button
Incorrect- No such specific "Save" button setting exists in UI Properties. The correct setting is `glide.ui.advanced`.

D: Context Menu > Form Layout > Add the "Save" button
Incorrect- Form Layout only controls fields, not form buttons. The "Save" button is controlled via UI Properties.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Enabling the Save Button#Configuring UI Properties

ServiceNow Docs - Using the `glide.ui.advanced` Property#Understanding `glide.ui.advanced` Official ServiceNow Documentation

References:

Conclusion: The correct answer is:

A: All > System Properties > UI Properties > Turn on the `glide.ui.advanced` property
This enables advanced UI options, including the "Save" button, allowing users to save records without submitting them.

NEW QUESTION # 211

Which element is used to track items not saved with a field, in a record?

- A. Sidebar
- B. Dictionary
- C. Activity formatter
- D. List Editor

Answer: C

Explanation:

The Activity Formatter in ServiceNow is a UI element that tracks changes and updates made to a record, including actions not

saved directly within a field.

Key Features of the Activity Formatter:

Displays a timeline of record updates, including comments, work notes, and field changes.

Captures system-generated events (such as status changes).

Allows users to view historical activity on a record.

Why Other Answers Are Incorrect:

A . Sidebar - The sidebar provides quick access to navigation menus, but does not track unsaved field changes.

B . List Editor - The List Editor allows inline editing of records but does not track changes separately.

D . Dictionary - The Dictionary defines fields and tables but does not track changes made to records.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Activity Formatter

ServiceNow CSA Training Module: "Working with Activity Streams and Record History"

NEW QUESTION # 212

Record numbers have to be manually incremented

- A. True
- B. False

Answer: B

Explanation:

In ServiceNow, record numbers are automatically generated and incremented by the system. Each record created in a table receives a unique identifier based on a predefined number format.

Each table that extends the "task" or other core tables has a default numbering format.

Numbering is automatic, meaning users do not have to manually increment numbers.

The numbering format follows a prefix + incremental number (e.g., INC0001001 for incidents, CHG0002001 for changes).

The system ensures unique sequential numbering within each table.

How Record Numbering Works: Configuring Auto-Numbering: Admins can customize numbering formats by modifying the "Number Maintenance" module:

Navigate to System Definition # Number Maintenance.

Select a table and configure the prefix, length, and starting number.

Changes apply automatically to new records created in that table.

Record numbers do not require manual updates; the system handles it automatically.

Users can change format settings, but cannot manually increment individual record numbers.

ServiceNow prevents duplicate numbers to maintain data integrity.

Why "False" is the Correct answer:

Manual incrementing is not required or possible for individual records.

The platform automatically assigns the next sequential number to each record.

Why "True" is Incorrect:

ServiceNow Documentation: Number Maintenance

CSA Exam Guide: Covers automatic record numbering and Number Maintenance settings.

Reference from CSA Documentation: Thus, the correct answer is:

B: False

NEW QUESTION # 213

What is the primary purpose of Form Builder in the Now Platform?

- A. To generate analytical reports from data tables
- B. To configure system settings and permissions
- C. To create new tables within the platform
- D. To edit forms used for populating records

Answer: D

Explanation:

✓ Form Builder is used to design and modify forms that users interact with when entering and updating records.

Key Features of Form Builder:

Drag-and-drop interface to add, remove, or rearrange fields.

Supports sections, tabs, and related lists.

Enables quick modification of forms without writing scripts.

Option A (Generate analytical reports) is incorrect because reports are created using the Report Designer, not Form Builder.

Option C (Create new tables) is incorrect because tables are created via Table Builder or directly in the Table module.

Option D (Configure system settings and permissions) is incorrect because permissions are managed through roles, ACLs, and system properties.

□ Reference: ServiceNow Platform UI - Form Builder Guide

NEW QUESTION # 214

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