

Certification ServiceNow CSA Test Questions & Pass Leader CSA Dumps

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ServiceNow CSA System Administrator Certification Exam (Latest 2025 / 2026 Update) Questions and Verified Answers | 100% Correct | Grade A+

A Service Catalog may include which of the following components?

A

Order Guides, Exchange Rates, Calendars

B

Order Guides, Catalog Items, and Interceptors

C

Catalog Items, Asset Contracts, Task Surveys

D

Record Producers, Order Guides, and Catalog Items - ..(ANSWER)...D

Which one of the following statements applies to a set of fields when they are coalesced during an import?

A

If a match is found using the coalesce fields, the existing record is updated with the information being imported

B

If a match is not found using the coalesce fields, the system does not create a Transform Map

C

If a match is found using the coalesce fields, the system creates a new record

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Target Audience

The ServiceNow CSA exam is designed mainly for the sales engineers, ServiceNow customers as well as partners, and anyone who is seeking to become a certified system administrator.

To earn the ServiceNow CSA certification, candidates must pass the exam, which is administered by ServiceNow. CSA Exam can be taken online, and there are no prerequisites to take the exam. However, candidates are advised to have at least six months of experience in ServiceNow administration before taking the exam.

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ServiceNow CSA (ServiceNow Certified System Administrator) Exam is a certification exam that validates the skills and knowledge of professionals who administer ServiceNow instances. CSA exam tests the candidates' understanding of ServiceNow's core configuration and administration concepts, including user and group management, data management, security and access controls, and reporting and performance analytics. The ServiceNow CSA Certification is an essential requirement for professionals who wish to work with ServiceNow as a system administrator or developer.

ServiceNow Certified System Administrator Sample Questions (Q401-Q406):

NEW QUESTION # 401

On a Form header, what is the three bar icon called?

- A. Additional Actions or Context Menu
- B. Cake icon
- C. Pancake icon
- **D. Hamburger icon**

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html

NEW QUESTION # 402

Typically, based on Best Practice, which of the following interactions is used to make fields mandatory, read-only, and/or hidden?

- A. O Business Rules
- B. O Client Scripts
- **C. O UI Policies**
- D. O UI Actions

Answer: C

Explanation:

UI Policies are the preferred method to dynamically control the visibility, read-only state, or mandatory status of form fields without requiring a page reload.

Best Practices suggests using UI Policies over Client Scripts whenever possible because UI Policies execute on the client side and are easier to manage.

They do not require scripting in most cases and provide a simple rule-based approach.

Explanation of Incorrect Options:

Client Scripts (A) # Used for executing JavaScript logic in the browser, but making fields mandatory or hidden should be done via UI Policies.

Business Rules (C) # Run on the server-side and do not directly affect form fields in real-time.

UI Actions (D) # Used for creating buttons, links, or context menu actions; not for modifying field properties.

Reference:

ServiceNow Docs - UI Policies

NEW QUESTION # 403

What is a key difference between Reporting and Performance Analytics?

- A. Performance Analytics shows KPIs; Reporting does not.
- B. Performance Analytics can show trends; Reports cannot.
- C. Performance Analytics data can be published to Dashboards; Reports cannot.
- **D. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.**
- E. Reports can be run on a scheduled basis; Performance Analytics cannot.

Answer: D

Explanation:

The key difference between Reporting and Performance Analytics (PA) is how they handle data over time.

Shows real-time data from tables.

Runs queries on data at the moment the report is generated.

Cannot analyze historical trends unless data is manually stored.

Used for static reports, lists, charts, or dashboards.

Captures snapshots of data at scheduled intervals (e.g., daily, weekly).

Tracks trends and KPIs (Key Performance Indicators) over time.

Helps organizations forecast and analyze historical patterns.

Used for business intelligence and proactive decision-making.

Reporting Performance Analytics (PA)

Incorrect Answer Choices Explanation: B. Performance Analytics can show trends; Reports cannot.

Reporting can show trends using aggregated data (e.g., grouped by date), but PA is specifically designed for tracking trends over time.

C: Reports can be run on a scheduled basis; Performance Analytics cannot.

Both Reports and PA can be scheduled to run at regular intervals.

D: Performance Analytics data can be published to Dashboards; Reports cannot.

Reports can be published to dashboards, just like Performance Analytics.

E: Performance Analytics shows KPIs; Reporting does not.

Reports can display KPIs using calculated metrics and aggregations, but PA is optimized for KPI tracking over time.

Performance Analytics vs. Reporting

ServiceNow Reporting Overview

Official CSA Documentation Reference:

NEW QUESTION # 404

You are showing your customer a new form that you have created for their new application. They would like to add a field to the form. Where could you do that? (Choose two.)

- A. Select Fields and Columns module
- B. Select Field Class Manager module
- **C. Click on context menu, select Configure > Form Designer**
- **D. Right click on form header, select Configure > Form Layout**

Answer: C,D

NEW QUESTION # 405

Which low components allow you to specify when a flow should be run?

- **A. Trigger and Condition**
- B. Trigger Criteria and Clock
- C. Scope and Trigger Condition
- D. Trigger and Condition Pill
- E. Condition and Table

Answer: A

Explanation:

In ServiceNow Flow Designer, a flow is an automated process that consists of actions, conditions, and triggers.

Two key components determine when a flow should run:

Trigger

Defines when the flow should execute.

Examples:

When a record is created/updated/deleted.

When an API call is received.

On a scheduled basis.

Condition

Specifies additional criteria that must be met for the flow to proceed.

Examples:

If the priority is High.

If the status is Resolved.

A flow is designed to send an email notification when a high-priority incident is assigned.

Trigger: "Incident table # When a record is updated."

Condition: "Priority = High AND State = Assigned."

A: Trigger and Condition Pill

No such term as "Condition Pill" exists in Flow Designer.

B: Scope and Trigger Condition

"Scope" defines the application boundary, not when a flow runs.

D: Trigger Criteria and Clock

"Clock" is not used for defining flow execution.

E: Condition and Table

A table does not define when a flow runs; it only stores records.

Reference: ServiceNow CSA Documentation - Flow Designer: Triggers & Conditions ServiceNow Product Documentation - Automating Workflows with Flow Designer (<https://docs.servicenow.com>)

NEW QUESTION # 406

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