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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q157-Q162):

NEW QUESTION # 157
How to show the template bar at the bottom of the incident form?

- A. Set the incident property "Show Toggle Bar" to true.

- B. Click on the "Toggle Template Bar" at the top of the form.
- C. In the Form Layout, add the "Template Bar" to the available fields.
- D. In the Form Layout, select the checkbox "Show Template Bar".

Answer: B

NEW QUESTION # 158

A customer has a requirement to include a Catalog Item to order Microsoft Access in several Categories so that users can find it easily. What is the best way to do this?

- A. List the Categories in the Catalog Item's Description field
- B. Copy the Catalog Item and associate a copy with each Category
- C. Add additional Categories in the Catalog Item's Categories Related List
- D. Build the item as an Order Guide

Answer: C

Explanation:
Explanation
Catalog Client Scripts run client-side to control behavior of items presented to users. Use Catalog Client Scripts to validate content, populate fields dynamically, or clear variable values based on changes to other variables.

NEW QUESTION # 159

Universal Containers wants to ensure that when an opportunity stage is Closed Lost the reason is captured in a custom Reason Lost field before the record can be saved.
Which approach can be taken to meet this requirement?

- A. Create a validation rule that requires Reason Lost to be populated once the opportunity stage is Closed Lost.
- B. Create a workflow rule that fires on the Closed Lost stage and populates the Reason Lost field.
- C. Create a trigger that requires Reason Lost to be populated once the opportunity stage is Closed Lost.
- D. Create a page layout for Closed Lost opportunities and make Reason Lost a required field.

Answer: A

NEW QUESTION # 160

A developer is asked to build a solution that will automatically send an email to the Customer when an Opportunity stage changes. The solution must scale to allow for 10,000 emails per day. The criteria to send the email should be evaluated after all Workflow Rules have fired.
What is the optimal way to accomplish this?

- A. Use a Workflow Email Alert.
- B. Use a MassEmailMessage() with an Apex Trigger.
- C. Use an Email Alert with Process Builder.
- D. Use a SingleEmailMessage() with an Apex Trigger.

Answer: C

NEW QUESTION # 161

Which of the following options can a survey administrator define on an individual survey? (Choose two.)

- A. Anonymize responses
- B. Number of survey reminder notifications
- C. The ability for end users to decline survey assignments
- D. Trigger conditions

Answer: A,B

NEW QUESTION # 162

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