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## ServiceNow Certified System Administrator Sample Questions (Q64-Q69):

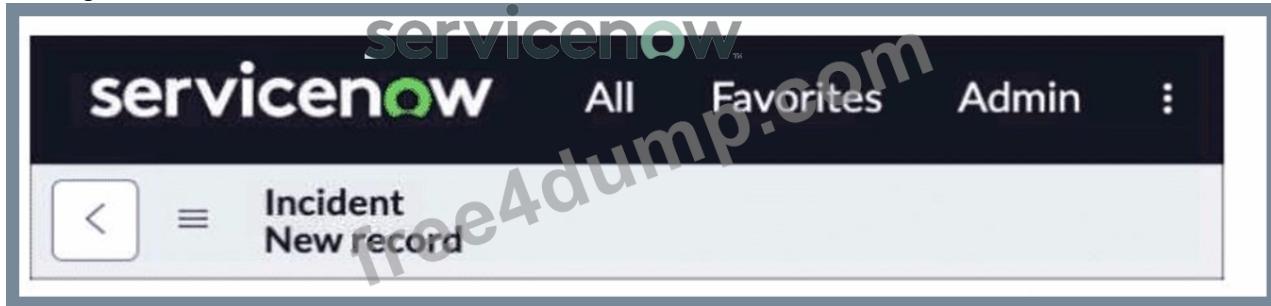
### NEW QUESTION # 64

What is the result of the order in which access controls are evaluated?

- A. Ensures user can get to work as quickly as possible
- B. Ensures user has access to the application, before evaluating access to a module within the application
- C. Ensures user has access to the fields in a table, before considering their access to the table
- D. Ensures user has access to a table, before evaluating access to a field in the table

**Answer: D**

### NEW QUESTION # 65



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

**Answer: C**

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 # 66

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

- A. Any active user
- B. Any user with an article's permalink
- C. Users with `kb_user` role
- D. No users
- E. itil users

**Answer: A**

Explanation:

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0623654](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654)

## NEW QUESTION # 67

What are examples of UI Actions relating to forms?

Choose 3 answers

- A. Form View
- B. Form Buttons
- C. Form Columns
- D. Form Context Menu
- E. Form Links.

**Answer: B,D,E**

## NEW QUESTION # 68

What are the benefits of building flows using Flow Designer? Choose 3 answers

- A. Supports easy integration with 3rd party systems
- B. Supports No-Code application development
- C. Provides natural-language descriptions of flow logic
- D. Provides built-in libraries /API for complex coding
- E. Provides IDE for complicated scripting
- F. Automatically populates SLA records

**Answer: A,B,C**

Explanation:

<https://www.adzuna.in/details/3252834223>

The following are the benefits of building flows using Flow Designer:

C. Provides natural-language descriptions of flow logic: This allows users without programming experience to understand and modify flows, making them more accessible to a wider range of users.

D. Supports No-Code application development: Flow Designer provides a visual interface and pre-built actions that allow users to automate processes without writing code. This can significantly reduce development time and effort.

A . Supports easy integration with 3rd party systems: Flow Designer integrates with a variety of 3rd party systems through the Integration Hub, making it easy to connect your ServiceNow instance to external applications.

Flow Designer offers a low-code/no-code approach to building automation, simplifies complex logic with natural language descriptions, and integrates seamlessly with external systems.

### Reference:

ServiceNow Product Documentation: Exploring Flow Designer - <https://docs.servicenow.com/bundle/san-diego-application-development/page/administer/flow-designer/concept/flow-designer.html> ServiceNow Community: Flow Designer vs Workflow - <https://www.servicenow.com/community/developer-forum/what-are-the-advantages-and-disadvantages-between-flow-designer/mp/1407094>

## NEW QUESTION # 69

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