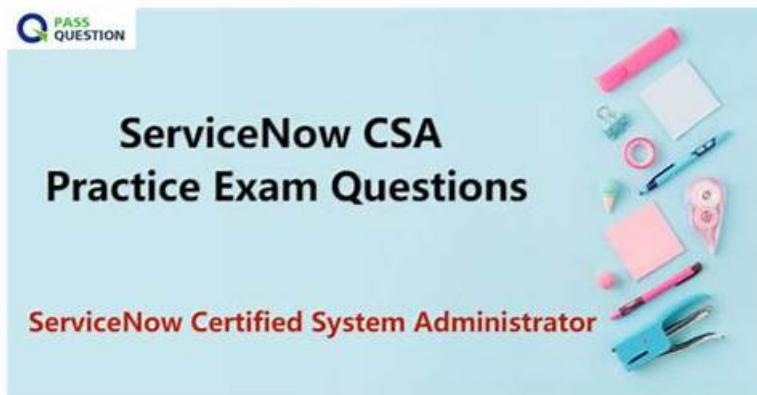


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ServiceNow Certified System Administrator Sample Questions (Q298-Q303):

NEW QUESTION # 298

What are examples of UI Actions, relating to Lists?

Choose 4 answers

- A. List Links
- B. List Choices
- C. List Control
- D. List Context Menu
- E. List Override
- F. List Buttons

Answer: A,C,D,F

Explanation:

UI Actions related to Lists in ServiceNow provide ways to interact with and modify list data through different UI elements.

A: List Links

Appear at the bottom of lists and provide actions such as "Create New" or "Save as Template." B: List Control Located in the list title bar, allowing users to configure views, export data, and refresh lists.

C: List Buttons

Buttons added to a list form that trigger specific actions, such as "Approve" or "Reject." D: List Context Menu Right-click menu on list records providing actions like Edit, Delete, Assign, and Export.

E: List Override

No such feature called "List Override" exists in ServiceNow.

F: List Choices

This term is not a recognized UI Action for lists in ServiceNow.

Reference: ServiceNow CSA Documentation - UI Actions in Lists

ServiceNow Official Documentation - List Controls and Actions (<https://docs.servicenow.com>) Final answer: A, B, C, D (List Links, List Control, List Buttons, List Context Menu)

NEW QUESTION # 299

A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers. What do you suggest?

- A. Open an Agent workspace tab for each record he wants to monitor
- B. Select Service Desk > My Work Dashboard
- C. Click on the eyeglass icon to expand the Monitor frame
- D. **On My Work list, select the Activity Stream icon to show a frame with live updates**

Answer: D

NEW QUESTION # 300

Your customer wants to update a notification so it is sent to the Caller's Manager. Which action supports this requirement?

- A. On the Notification record, create a flow and include a notification in the flow for "All receivers".
- B. On the 'Who will receive' tab on the Notification record, add the Caller field, then dot walk to the Caller's Manager field to add it.
- C. On the 'Send to' tab on the Notification record, set "Who will receive" to Subscribable.
- D. **On the 'Send to' tab on the Notification record, add the Caller field, then dot walk to the Caller's Manager field to add it.**

Answer: D

Explanation:

In ServiceNow Notification Configuration, dot-walking allows administrators to reference related records dynamically.

✓ To send a notification to the Caller's Manager, you need to:

Open the Notification record.

Navigate to the 'Send to' tab.

Add the Caller field.

Use dot-walking to select the Caller's Manager field (e.g., caller_id.manager).

Option A is incorrect because dot-walking is configured under the 'Send to' tab, not the 'Who will receive' tab.

Option B is incorrect because while Flow Designer can trigger notifications, it does not specifically configure recipients based on dot-walking.

Option C is incorrect because setting "Who will receive" to Subscribable is used for opt-in notifications, not direct notifications to the Caller's Manager.

Reference: ServiceNow Administration - Notification Configuration & Dot-Walking

NEW QUESTION # 301

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- A. Administration > Notification Overview
- B. **System Notification > Email > Notifications**
- C. User Preferences > Email > Notifications

- D. Click Gear > Notifications > New
- E. System Properties > Email > Settings

Answer: B

Explanation:

To create a new email notification in ServiceNow for users affected by network outages, you must navigate to the Notifications module under System Notification.

Steps to Create a New Notification:

Navigate to:

System Notification > Email > Notifications

Click New to create a new notification.

Configure the notification with the following:

Name: "Network Outage Notification"

Table: Select the relevant table (e.g., Incident, Task)

When to Send: Define the trigger (e.g., when an Incident is created or updated with a Network Outage category).

Who Will Receive: Specify affected users.

Message Content: Create the email subject and body using dynamic fields (such as affected user's site).

Save and test the notification.

Why is the Correct Answer "System Notification > Email > Notifications"?

Notifications are managed in System Notification.

The Notifications module allows you to configure email triggers, recipients, conditions, and templates for system alerts.

Why Not the Other Options?

B . Administration > Notification Overview: No such module in ServiceNow.

C . System Properties > Email > Settings: This configures email server settings, not individual notifications.

D . User Preferences > Email > Notifications: User preferences only enable or disable personal notifications, not create new ones.

E . Click Gear > Notifications > New: The gear icon does not provide access to email notifications.

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

Creating and Managing Email Notifications in ServiceNow: ServiceNow Docs ServiceNow Notification Configuration Guide By using System Notification > Email > Notifications, administrators can create a targeted email notification to alert users of network outages effectively.

NEW QUESTION # 302

Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

- A. Workflow Editor
- B. **Process Automation Designer**
- C. Flow Designer
- D. Process Workflow Designer

Answer: B

Explanation:

Process Automation Designer (PAD) is a feature in ServiceNow that allows business process owners to create unified and digitized cross-enterprise processes using a task board interface.

Key Features of Process Automation Designer:

Organizes multiple flows into a single process

Uses a visual task board-style interface to manage process stages

Integrates with Flow Designer to create, manage, and execute automation tasks Allows role-based task assignment and collaboration Use Case Example:

Imagine a company has a New Employee Onboarding process that involves:

IT setting up hardware

HR completing paperwork

Security providing building access

Instead of managing this manually across multiple flows, Process Automation Designer brings all these steps into one unified process, making it easy to track and automate.

Why Other Options Are Incorrect?

A . Flow Designer → Incorrect

Flow Designer is used to create individual automated workflows, but it does not provide a unified digitized task board.

C . Process Workflow Designer → Incorrect

No feature called "Process Workflow Designer" exists in ServiceNow.

D . Workflow Editor → Incorrect

Workflow Editor (Legacy tool) is used to create graphical workflows, but it does not support cross-enterprise digitized task boards.

Official ServiceNow Documentation Reference:

Process Automation Designer Overview

Using Process Automation Designer

NEW QUESTION # 303

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