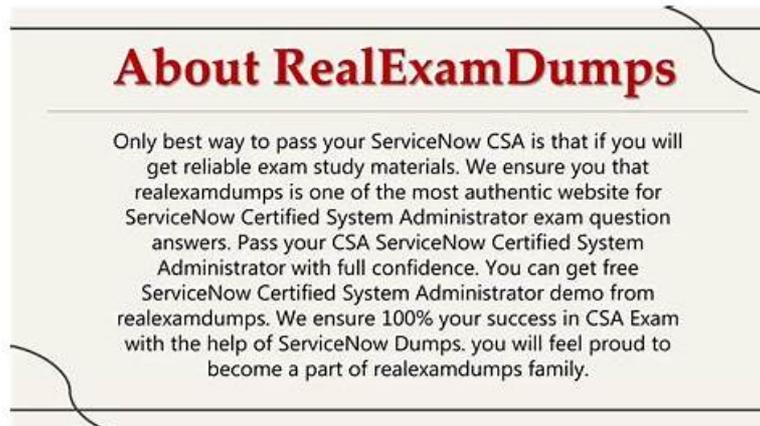


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ServiceNow Certified System Administrator Sample Questions (Q346-Q351):

NEW QUESTION # 346

A group is stored in which table?

- A. Group[sys_user_group]
- B. Group[sys_user]
- C. Group[sys_user_group_profile]
- D. Group[user_group]

Answer: A

Explanation:

In ServiceNow, groups are stored in the Group [sys_user_group] table. Groups are used to organize users with similar responsibilities, permissions, or functional roles.

Name(name) - The unique name of the group.

Manager(manager) - The user responsible for managing the group.
Roles(roles) - The roles assigned to the group, which are inherited by all group members.
Parent Group(parent) - If applicable, this establishes group hierarchy.
Assigning access roles to multiple users at once.
Routing tasks or approvals (e.g., Incident assignments to an IT Support group).
Managing security and permissions in ServiceNow.
A: Group [user group]- Incorrect. This is not a valid ServiceNow table.
B: Group [sys_user]- Incorrect. This is theUserstable, not the Group table.
D: Group [sys_user_group_profile]- Incorrect. This table does not exist in ServiceNow.
ServiceNow Docs: User Administration - sys_user_group Table
ServiceNow CSA Study Guide - Managing Users and Groups
Key Fields in thesys_user_groupTable:Common Use Cases for Groups:Explanation of Incorrect Options:
References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 347

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records
- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- **D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog**

Answer: D

NEW QUESTION # 348

Which script can run when a record is displayed, inserted, updated, deleted, or when a table is queried?

- A. Client Script
- B. UI Script
- **C. Business Rule**
- D. Record Rule
- E. Scheduled Job

Answer: C

Explanation:

Detailed Explanation:

Business Rules in ServiceNow are server-side scripts that execute in response to database operations, such as when a record is displayed, inserted, updated, deleted, or queried. They are critical for automating processes, ensuring data integrity, and performing backend operations without user intervention. Business Rules can be set to run at different times, such as before or after the database action, depending on the requirement.

(Reference: ServiceNow Documentation - Business Rules and Server-side Scripting)

NEW QUESTION # 349

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Predictive Intelligence Query
- B. Alexa Query
- C. Auto-suggest Query
- D. Machine Learning Query
- **E. Natural Language Query**

Answer: E

NEW QUESTION # 350

What are advantages of using Flow Designer? (Choose three.)

- A. Smooth integration with 3rd party systems
- B. Reduces technical debt
- C. Enables complicated scripting
- D. Less manual scripting
- E. Supports advanced developers

Answer: A,B,D

Explanation:

Flow Designer is a modern, low-code automation tool in ServiceNow that allows users to build workflows efficiently. Here's why the correct answers are:

Reduces technical debt (C)

Flow Designer enables reusability of workflows, reducing the need for custom scripting and minimizing long-term maintenance efforts.

Reducing technical debt means fewer dependencies on custom scripts, which can become difficult to manage over time.

Less manual scripting (D)

Flow Designer uses a visual drag-and-drop interface, allowing non-technical users to build workflows without deep scripting knowledge.

This helps in creating automated processes without writing complex business rules or scripts.

Smooth integration with 3rd party systems (E)

Flow Designer supports IntegrationHub, which provides pre-built connectors (Spokes) for various third-party applications such as Slack, Microsoft Teams, and Azure.

This makes it easier to create automated integrations with external services.

Why Not Other Options?

A. Supports advanced developers - Flow Designer is primarily designed for low-code/no-code automation, not specifically for advanced developers.

B. Enables complicated scripting - While Flow Designer allows some scripting via Script Actions, it is not meant for creating "complicated" scripts. Instead, it focuses on simplifying automation.

Reference:

ServiceNow Flow Designer Documentation

NEW QUESTION # 351

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