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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q56-Q61):

### NEW QUESTION # 56

Which of the following roles can maintain user criteria?

- A. None of the listed answers
- B. `itil_admin`
- C. `catalog_admin`
- D. `user_criteria_admin`

Answer: D

**NEW QUESTION # 57**

Which role is required to delete an incident?

- A. itil
- B. itil\_admin
- C. admin
- D. incident\_manager

**Answer: C**

**NEW QUESTION # 58**

Which of the following links can be used in order to customize the Caller sys\_popup view in the incident form?

- A. [https://<<your instance name>>.service-now.com/user.do?sysparm\\_view=sys\\_popup](https://<<your instance name>>.service-now.com/user.do?sysparm_view=sys_popup)
- B. [https://<<your instance name>>.service-now.com/incident.do?sysparm\\_view=sys\\_popup](https://<<your instance name>>.service-now.com/incident.do?sysparm_view=sys_popup)
- C. [https://<<your instance name>>.service-now.com/caller.do?sysparm\\_view=sys\\_popup](https://<<your instance name>>.service-now.com/caller.do?sysparm_view=sys_popup)
- D. [https://<<your instance name>>.service-now.com/sys\\_user.do?sysparm\\_view=sys\\_popup](https://<<your instance name>>.service-now.com/sys_user.do?sysparm_view=sys_popup)

**Answer: D**

**NEW QUESTION # 59**

Which of the following is NOT an option in the incident's Resolution code drop down list?

- A. Solved Remotely (Permanently)
- B. Not Resolved (Too Costly)
- C. Canceled by caller
- D. Solved (Work Around)

**Answer: C**

Explanation:

Explanation

All the listed options are actual options in the Resolution code field except the "Canceled by caller".

**NEW QUESTION # 60**

Which of the following is NOT a type of Article feedback that may be submitted by users?

- A. Helpful (Yes / No)
- B. Endorsed
- C. Flag Article
- D. Rate Article

**Answer: B**

Explanation:

Explanation

The Knowledge Feedback [kb\_feedback] table tracks all forms of feedback for Knowledge Articles, including Helpful (Yes/No), Star Rating, Comments, and Flags

**NEW QUESTION # 61**

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