

全面覆蓋的CSA考證|高通過率的考試材料|最好的CSA熱門認證



從Google Drive中免費下載最新的KaoGuTi CSA PDF版考試題庫：<https://drive.google.com/open?id=173sZtxXBqbsxgiXPufxq5ZIW62epWFax>

KaoGuTi是個為很多參加IT相關認證考試的考生提供方便的網站。很多選擇使用KaoGuTi的產品的考生一次性通過了IT相關認證考試，經過他們回饋證明了我們的KaoGuTi提供的幫助是很有有效的。KaoGuTi的專家團隊是由資深的IT人員組成的一個龐大的團隊，他們利用自己的專業知識和豐富的行業經驗研究出來的CSA認證考試的培訓資料對你們通過CSA認證考試很有幫助的。KaoGuTi提供的CSA認證考試的類比測試軟體和相關試題是對CSA的考試大綱做了針對性的分析而研究出來的，是絕對可以幫你通過你的第一次參加的CSA認證考試。

ServiceNow的CSA的考試認證對每位IT人士來說都是非常重要的，只要得到這個認證你一定不回被職場淘汰，並且你將會被升職，加薪。有了這些現實的東西，你將得到你想要的一切，有人說，通過了ServiceNow的CSA的考試認證就等於走向了成功，沒錯，這是真的，你有了你想要的一切就是成功的表現之一。KaoGuTi的ServiceNow的CSA的考題資料是你們成功的源泉，有了這個培訓資料，只會加快你們成功的步伐，讓你們成功的更有自信，也是保證讓你們成功的砒碼。

>> CSA考證 <<

CSA考證：ServiceNow Certified System Administrator壹次通過考試，ServiceNow CSA

雖然CSA考古題學習資料非常受歡迎，但是我們還是為客戶提供了免費的ServiceNow CSA試用DEMO，供考生體驗，我們也將不斷發布更多新版的題庫，以滿足IT行業日益增長的需求。我們將為您提供最新的ServiceNow CSA題庫資料來準備考試，所有的題庫都可以在這裡獲得，使通過CSA考試變得更加容易。KaoGuTi將是您獲得認證的最好選擇，我們保證您100%可以通過CSA認證考試。

最新的 Certified System Administrator CSA 免費考試真題 (Q302-Q307):

問題 #302

Which of the following is used to categorize, flag, and locate records?

- A. Search
- **B. Tags**
- C. Favorites
- D. Bookmarks

答案：B

解題說明：

In ServiceNow, Tags are used to categorize, flag, and quickly locate records within the system. Tags help users organize records for easy retrieval and filtering.

User-created or system-defined tags allow for custom categorization of records.

Tags can be applied to any record, such as incidents, changes, knowledge articles, or tasks.

Users can filter records based on tags for quick access.

Tags are personal (for individual users) or global (shared across users).

Incident Management:

A user can tag "High Priority" incidents for quick reference.

Knowledge Base Articles:

Articles related to password reset can be tagged as "Password Issues" for easier searchability.

Service Catalog Requests:

Users can tag frequently used catalog items as "Common Requests".

Key Features of Tags in ServiceNow: Example Use Cases of Tags:

Tags categorize and organize records, making them easy to find.

They act as custom labels that help users filter and retrieve records efficiently.

They are built-in features in ServiceNow and can be managed from the Tag Management module.

Why "C. Tags" is the Correct Answer?

A: Search - Incorrect

The Search function helps users find records but does not categorize or flag them.

B: Favorites - Incorrect

Favorites allow users to bookmark frequently accessed modules and reports, but they do not categorize records.

D: Bookmarks - Incorrect

Bookmarks are not a native ServiceNow feature for categorizing records; Favorites serve this function instead.

Explanation of Incorrect Options:

ServiceNow Docs: Using Tags to Organize Records

ServiceNow CSA Study Guide - Navigating and Searching in ServiceNow

ServiceNow Product Documentation: Managing and Filtering Tagged Records References from Certified System Administrator (CSA) Documentation:

問題 #303

A knowledge article must be which of the following states to display to a user?

- A. Retired
- B. Drafted
- C. Published
- D. Reviewed

答案: C

解題說明:

In ServiceNow Knowledge Management, knowledge articles must be in a specific state before they can be visible to end users. The correct state that allows users to view the article is Published.

Understanding Knowledge Article States

Knowledge articles in ServiceNow go through a lifecycle that includes the following states:

Draft - The article is being created or edited and is not visible to end users.

Review - The article is under internal review by approvers before publication. It remains hidden from users.

Published - The article is approved and publicly available to users who have access to the Knowledge Base.

Retired - The article is no longer relevant or has been replaced. It is not visible to end users.

Why is "Published" the Correct Answer?

Only Published articles appear in the Knowledge Base and can be accessed by users.

Articles in Draft, Review, or Retired states are not visible to the general audience.

Why the Other Options Are Incorrect?

B. Drafted - Articles in Draft are still being written or edited and cannot be accessed by users.

C. Retired - Retired articles are considered obsolete and are no longer displayed in the Knowledge Base.

D. Reviewed - Articles in Review are under approval but are not yet visible to users.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Knowledge Article States

<https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/knowledge-article-states.html> ServiceNow CSA Official Training Guide (Knowledge Management Lifecycle & Publishing Workflow) This confirms that a knowledge article must be in the "Published" state to be visible to users in the Knowledge Base.

問題 #304

What table acts as a staging area for records imported from a data source?

- A. Staging Table
- B. Temp Table
- C. Transform Table
- **D. Import Set Row Table**

答案: D

解題說明:

In ServiceNow, when importing data from an external source (e.g., CSV, Excel, or an external database), the records first go into a staging area before being transformed and inserted into their final destination table.

The Correct Table: Import Set Row Table

The Import Set Row Table (sys_import_set_row) is where records are temporarily stored during an import.

This table holds raw data from the Import Set Table (sys_import_set), allowing transformation and validation before writing to the target table.

Import Process Flow:

Load Data → Records are loaded into the Import Set Row Table (sys_import_set_row).

Transform Data → A Transform Map processes and moves data to the target table.

Clean Up → Processed records are removed from the staging table after transformation.

Why Other Options Are Incorrect?

A. Transform Table → Incorrect

No such table called "Transform Table" exists in ServiceNow.

Transformation happens via Transform Maps, not a separate table.

B. Staging Table → Incorrect

The term "staging table" is a general concept but not an actual table name in ServiceNow.

D. Temp Table → Incorrect

ServiceNow does not use a "Temp Table" for imports.

Temporary data is held in sys_import_set_row, not a table named "Temp Table." Official ServiceNow Documentation Reference:

Import Sets Overview

Understanding Import Set Row Table

問題 #305

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- **A. Virtual Agent**
- B. Knowledge Chat
- C. Chat bot
- D. Agent Workspace
- E. Now Support

答案: A

問題 #306

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. sn_emdb_bak
- **B. Ey omdb**
- **C. omdb_ci**
- D. emdb_bak
- E. sn_emdb_ci
- F. sn_emdb
- **G. omadb_rel_ci**

答案: B,C,G

