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QUESTION 1

What method needs to be invoked from MatchingRuleProcessor class?

A. processAndGetCandidates

B. processAndGetUsers

C. processAndGelList

D. processAndGetArray

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_InvokeMatchingRuleAPI.html

QUESTION 2

Where does the HR Administrator define which HR Profile fields can be edited in the ServiceNow instance?

A. HR Profile > Setup

B. HR Administration > Properties

C. HR Administration > Setup

D. HR Profiles > Properties

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_HRProfileEditableFieldConfig.html

QUESTION 3

What is the minimum role required to view confidential data associated with the HR Profile?

A. HR Administrator [sn_hr_core.admin]

B. Employee Service Center Admin [sn_hr_sp.admin]

C. HR basic [sn_hr_core.basic]

D. HR profile viewer [sn_hr_core.profile_reader]

Correct Answer: A

QUESTION 4

How can fields for a specific HR Service be displayed on the New Case Creation page?

A. HR Service-specific fields cannot be added to the New Case Creation page

B. Using the Case Creation Service Configurations

C. Using the Case Options field on the HR Service

D. Using the HR Criteria module

Correct Answer: B

QUESTION 5

If the HR Service does not have any Case options specified, HR Documents must be manually generated for the HR Case. In this situation, who is able to generate an HR document for the Case?

A. Any HR professional

B. Only an HR Admin

C. Only an HR Manager

D. Only the assigned to person

Correct Answer: C

Reference:
https://community.servicenow.com/community?id=community_articleandsys_id=95ef3353db2b1700feb1a851ca961945

QUESTION 6

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

A. Article Versions related list

B. Translated Versions related list

C. Localization list

D. Dynamic translations list

Correct Answer: B

QUESTION 7

When a Guided Setup task is marked as complete, how can it be reopened?

A. Closed tasks cannot be reopened

B. Click the Mark as Incomplete button

C. Submit a request in HI

D. Restart the Guided Setup entirely

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html

QUESTION 8

HR Administrators can configure a personal copy of the HR Case Dashboard using which of the following buttons? (Choose two.)

A. Change Layout

B. Delete Content

C. Modify Layout

D. Add Content

E. Add Layout

Correct Answer: AD

QUESTION 9

When creating a new Lifecycle Event activity set, what happens when the audience field is set as empty?

A. The activity set applies to all employees.

B. The activity set applies for a specific group of people.

C. The activity set will not apply to a specific group of people.

D. The activity set will not apply to any employees.

Correct Answer: A

QUESTION 10

After configuration on a Lifecycle Event is complete, what additional configuration is needed to initiate the LE process

for an employee?

A. None. The LE will automatically trigger based on its configuration

B. An Event is needed to initiate the LE process

C. A Scheduled Job is needed to initiate the LE process

D. An HR Service is needed to initiate the LE process

Correct Answer: B

QUESTION 11

What are the benefits of the HR application being scoped? (Choose three.)

A. Provides an additional layer of control over HR data.

B. Allows HR Admins to configure the HR application.

C. HR department has more autonomy to manage all aspects of HRSD.

D. Allows the System Administrator complete control.

E. HR department has full control of the global application.

Correct Answer: BDE

QUESTION 12

Scenario: An existing ITSM customer is now implementing HR Enterprise. As part of the implementation, the Scoped Application Restricted Caller Access [com.glide.scope.access.restricted_caller] plugin was automatically activated.

By default, what is the Caller Access field set to?

A. Caller Denial

B. Caller Tracking

C. Caller Restriction

D. Caller Allowed

Correct Answer: C

QUESTION 13

Which HR Role is typically granted to all HR Support staff, at a minimum?

A. HR Admin [sn_hr_core.admin]

B. HR Basic [sn_hr_core.basic]

C. HR KB Writer [sn_hr_core.kb_writer]

D. Document Management User [document_management_user]

Correct Answer: B

QUESTION 14

Which plugin is recommended when upgrading from the global version of HR to the scoped version?

A. Human Resources Scoped App: Employee Relations [com.sn_hr_employee_relations]

B. Human Resources Scoped App: Data Migration [com.sn_hr_migration]

C. Human Resources Scoped App: Lifecycle Events [com.sn_hr_lifecycle_events]

D. Human Resources Scoped App: Integrations [com.sn_hr_integrations]

Correct Answer: B

QUESTION 15

In the base instance, what determines the conditions a Case must meet before it can be assigned to an agent?

A. Matching Rules

B. Client Rules

C. ACLs

D. Escalation Rules

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_CreateAnAssignmentRule.html

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