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ServiceNow CIS-ITSM

Version Demo

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QUESTION NO: 1

Which of these roles are allowed to subscribe to CI item? (Choose all that apply.)

- A. cmbd_read
- B. itil_admin
- C. admin
- D. itil

ANSWER: B C D**QUESTION NO: 2**

A company represents their customers as Accounts that have an External ID field called Customer_Number__c. They have a custom Order (Order__c) object, with a Lookup to Account, to represent Orders that are placed in their external order management system (OMS). When an order is fulfilled in the OMS, a REST call to Salesforce should be made that creates an Order record in Salesforce and relates it to the proper Account.

What is the optimal way to implement this?

- A. Perform a REST GET on the Account and a REST POST to update the Order__c with the Account's record ID.
- B. Perform a REST PATCH to upsert the Order__c and specify the Account's Customer_Number__c in it.
- C. Perform a REST POST to update the Order__c and specify the Account's Customer_Number__c in it.
- D. Perform a REST GET on the Account and a REST PATCH to upsert the Order__c with the Account's record ID.

ANSWER: B**QUESTION NO: 3**

A company has a custom object, Order__c, that has a required, unique, external ID field called Order_Number__c.

Which statement should be used to perform the DML necessary to insert new records and update existing records in a List of Order__c records?

- A. upsert orders;
- B. upsert orders Order_Number__c;
- C. merge orders Order_Number__c;

D. merge orders;

ANSWER: B

QUESTION NO: 4

Which of the following user feedback actions are stored in kb_feedback table? (Choose all that apply.)

- A. Flags
- B. Views
- C. Helpful (Yes/No)
- D. Comments
- E. Star Rating

ANSWER: A C D E

QUESTION NO: 5

Which of the following capabilities can be done by benchmarks? (Choose all that apply.)

- A. Auto-update process design according to selected peer
- B. Comparison by number of users
- C. Identify improvement opportunities
- D. Measure KPI Performance
- E. Comparison by industry

ANSWER: B C D E

QUESTION NO: 6

Which two statements are true regarding Salesforce Customer Community members? (Choose two.)

- A. Their reputation levels must be the same across all communities of which they are members.
- B. They use the Ideas tab to submit, comment on, and vote for ideas.
- C. They find crowdsourced answers and Knowledge articles to resolve a support issue.

D. They must belong to a company's internal community to participate in Chatter collaboration.

ANSWER: B C

QUESTION NO: 7

Which of the following users has the permission to close an incident? (Choose two.)

- A. None of the listed answers
- B. Itil Admin
- C. Itil User
- D. Incident Manager
- E. Incident caller

ANSWER: B E

Explanation:

Users with itil roles or incident manager don't have permission to close incidents. Incidents can be closed by the user who opened them or by the itil admin.

QUESTION NO: 8

Which of the following roles can close a problem? (Choose three.)

- A. itil
- B. problem_coordinator
- C. problem_task_analyst
- D. problem_administrator
- E. problem_manager

ANSWER: B D E

Explanation:

Itil users cannot close problems.

QUESTION NO: 9

Universal Containers uses Territory Management to manage its sales territories. Territory managers and sales representatives are at the same role level in the role hierarchy. Account and Opportunity objects are set to private.

Which three permissions should be granted to territory managers? (Choose three.)

- A. Transfer and Delete opportunities assigned to the territory, regardless of who owns the opportunities.
- B. View, Edit, Transfer, and Delete accounts assigned to the territory, regardless of who owns the accounts.
- C. View All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- D. Edit All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- E. Transfer All opportunities associated with accounts in the territory, regardless of who owns the opportunities.

ANSWER: B C D

QUESTION NO: 10

Because of its agile nature, implementation of ServiceNow processes should compromise quality in favor of speed of delivery. Issues can be fixed later, easily.

- A. True
- B. False

ANSWER: B

Explanation:

Technical staff should keep quality attributes in mind when considering stakeholder desires and requirements.

QUESTION NO: 11

Article Versioning can be enabled by setting the property "Enable article versioning feature" to Yes.

- A. True
- B. False

ANSWER: A

QUESTION NO: 12

Which two deployment tools can be used to deploy metadata from a Developer Edition organization to another organization? (Choose two.)

- A. Data Loader
- B. Salesforce Extensions for Visual Studio Code
- C. Change sets
- D. Ant Migration Tool

ANSWER: B C

QUESTION NO: 13

Which of the following are valid channels to create incidents? (Choose three.)

- A. Service portal
- B. Inbound Email
- C. Social Media
- D. SMS
- E. Support Chat

ANSWER: A B E

Explanation:

SMS & Social media are not OOTB channels to create incidents.

QUESTION NO: 14

Using User Criteria, access to catalog categories and catalog items can be applied based on _____. (Choose three.)

- A. Cost center
- B. Country
- C. Location
- D. Department
- E. Group

ANSWER: C D E

QUESTION NO: 15

Which of the following components can be turned on or off in the Service Catalog Cart Layout?

- A. Calculate Shipping
- B. Add to Wish List
- C. Delete Item
- D. Quantity

ANSWER: D

QUESTION NO: 16

Which of the following is NOT a consideration when determining the need for multiple service catalogs?

- A. Services and Types of Service
- B. Size of the company
- C. Audience
- D. Delegation of Catalog Administration

ANSWER: B

QUESTION NO: 17

In the Content item, what is the "Catalog content" option in "Content type" used for?

- A. Cross-reference among catalogs.
- B. To show an article about a specific catalog item.
- C. Reference to a catalog item that doesn't have a record producer linked to it.
- D. Grouping more than one catalog item in one request.

ANSWER: A

QUESTION NO: 18

Which table does Problem table extend?

- A. Incident
- B. Task
- C. Case
- D. Problem Task

ANSWER: B**QUESTION NO: 19**

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

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

ANSWER: D**Explanation:**

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

QUESTION NO: 20

Universal Containers is implementing a new lead status process and wants to be able to do the following:

- Track leads through five different status values.
- Run reports showing the duration a lead spends in each status.
- Run full Lifetime reports of a lead from creation to conversion.
- Prevent leads from skipping a lead status.

How can these requirements be met?

- A. Use field history tracking on the lead status field to track the duration of each status. Use validation rules to prevent status skipping.

- B.** Use an Apex trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status.
- C.** Use custom date fields and workflow rules for each status, and use custom formula fields for calculating duration of a status. Use validation rules to prevent status skipping.
- D.** Use lead history reporting to track changes in the lead status field, and use custom reporting fields to calculate status duration. Use validation rules to prevent status skipping.

ANSWER: C