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Question 1

What type of record can be created from an incident record from the workspace view to track and manage opportunities for improving a service or process?

Options:

A- Opportunity initiative

B- Improvement task

C- Opportunity task

D- Improvement initiative

Answer:

D

Question 2

Where is the online check-in banner message configured for walk-up experience on the service portal?

Options:

A- Service Portal > Check-in > Settings

B- Walk-up Experience > Portal > Settings

C- The Service Portal online check-in widget

D- The Walk-up Experience widget

Answer:

C

Question 3

Question Type: **MultipleChoice**

Leveraging this feature with Walk-Up Experience can eliminate the need for users to manually look up their name or email to join a walk-up queue.

Options:

A- Employee Tag Reader (com.snc.tag_reader)

B- User Badge Integration (com.snc.user_badge)

C- Employee Scan Integration (com.snc.emp_scan)

D- In Badge Reader Integration (com.snc.badge_reader)

Answer:
D

Question 4

Question Type: MultipleChoice

What record type(s) can be created from an interaction through Agent Workspace? Select 3 Answers from the below options

Options:

A- Service Catalog Request

B- Emergency Change

C- Standard Change

D- Problem

E- Incident

Answer:

C, D, E

Question 5

Question Type: MultipleChoice

Which of these are considered configuration base items? (Choose three.)

Options:

A- Servers

B- Computers

C- Applications

D- Accessories

E- Business Service

A, B, D

Question 6

Question Type: MultipleChoice

It is possible to create two different sets of priority rules for incidents and problems.

Options:

A- True

B- False

Answer:

A

Question 7

If importing CI data for business services and servers on which they are deployed from excel, how many transform maps are needed to fully import data?

Options:

A- 4

B- 3

C- 1

D- 2

Answer:

B

Explanation:

*Transform map to populate business services in the Business Service [cmdb_ci_service] table *Transform map to populate servers in the Server [cmdb_ci_server] table *Transform map to populate the relationship between each business service and server

Question 8

What happens when "Communicate Workaround" is clicked in problem form?

Options:

A- Workaround is copied to comments of all incidents that are linked to the problem except incidents with state 'On Hold'.

B- Workaround is copied to comments of all incidents that are linked to the problem where the incidents' states are 'On Hold' and the On Hold reason is 'Awaiting Problem'.

C- Workaround is copied to comments of all incidents that are linked to the problem where the incidents' states are 'On Hold'.

D- Workaround is copied to comments of all incidents that are linked to the problem.

Answer:

D

Explanation:

This behavior has changed in New York release and now the workaround is copied to all linked incidents, not only those with state equals to On Hold.

Question 9

Which of the following are valid states for Emergency Change requests? (Choose all that apply.)

Options:

A- Authorize

B- Review

C- Assess

D- PIR

E- Implement

Answer:

A, B, E

Question 10

Which of the following variables is NOT supported within a multi-row variable set?

Options:

A- Email

B- Wide Single Line Text

C- Multi Line Text

D- Label

Answer:

D