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# Question 1

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**Question Type:** MultipleChoice

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What are the features of Flow Designer?

Choose 3 answers

## Options:

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- A- Add stages to a flow
- B- Call a flow from another flow or subflow
- C- Test a flow using the 'Run as' feature
- D- Support Java Scripting code to test conditions that trigger the flow. Eg Run a flow from a Catalog item
- F- Perform form field data validation at client side

## Answer:

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A, B, C

## Explanation:

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Flow Designer is a no-code platform capability that lets you automate business processes in a single drag-and-drop design environment. Some of the features of Flow Designer are:

**Add stages to a flow:** You can define the stages of a flow to track its progress and status. Stages can be used to group actions, subflows, and conditions into logical units.

**Call a flow from another flow or subflow:** You can reuse existing flows or subflows by calling them from another flow or subflow. This allows you to modularize your automation and avoid duplication of logic.

**Test a flow using the "Run as" feature:** You can test a flow using the "Run as" feature to specify the user context and input parameters for the flow execution. This helps you to verify the functionality and performance of your flow before publishing it.

[Flow Designer -- No-Code Workflows - ServiceNow](#)

[Flow Designer - ServiceNow](#)

[Flow Designer Data Sheet - ServiceNow](#)

## Question 2

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**Question Type:** MultipleChoice

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What is the Event Registry?

### Options:

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- A- A table containing a record for every Event known to the ServiceNow system which allows ServiceNow to react when Events are generated
- B- A Workflow which is launched every time an Event is generated; used to debug Events
- C- The method used in server side scripts to generate Events and pass parameters
- D- The Event Log which lists all Events that have been generated

### Answer:

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A

### Explanation:

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The Event Registry is a table that stores the definitions of all the Events that can be triggered or processed by the ServiceNow system<sup>1</sup>. The Event Registry allows ServiceNow to react when Events are generated by executing actions such as sending notifications, running scripts, or starting workflows<sup>2</sup>. The Event Registry also provides information about the Event parameters, description, and source<sup>3</sup>.

Reference=1: [Event Registry - ServiceNow Docs](#)2: [Event Management - ServiceNow Docs](#)3: [Event Registry form - ServiceNow Docs](#)

## Question 3

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**Question Type: MultipleChoice**

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When crafting a scoped application that contains flow actions, what is the application called?

**Options:**

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- A- Bundle
- B- Row
- C- Action
- D- Spoke

**Answer:**

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D

**Explanation:**

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A spoke is a scoped application that contains flow actions that can be used in Flow Designer. Spokes allow developers to create reusable actions that can be shared across applications and instances.

[Spokes - Product Documentation: San Diego - ServiceNow](#)

Create a spoke - Product Documentation: San Diego - ServiceNow

Flow Designer Spokes - ServiceNow Developers

## Question 4

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**Question Type:** MultipleChoice

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Which business requirements and process(es) should be documented as part of the application development plan?

Choose 4 answers

### Options:

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- A- Data input/output
- B- Business problem
- C- Project schedule
- D- Process steps
- E- Database capacity
- F- Users/stakeholders

## G- Available licenses

### Answer:

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A, B, D, F

### Explanation:

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The application development plan is a document that outlines the scope, objectives, deliverables, and timeline of a software project<sup>1</sup>. It should include the following business requirements and processes:

Data input/output: This describes what data is needed for the application to function, how the data is collected, stored, processed, and displayed, and what outputs are generated by the application<sup>2</sup>.

Business problem: This defines the problem or opportunity that the application aims to address, the current situation, the desired outcome, and the benefits of the solution<sup>3</sup>.

Process steps: This details the steps involved in the application development lifecycle, such as planning, designing, testing, deploying, and maintaining the application<sup>4</sup>.

Users/stakeholders: This identifies the people who will use, benefit from, or influence the application, their roles, responsibilities, and expectations, and how they will be involved in the project<sup>5</sup>.

Reference=1: Application Development Lifecycle: Phases, Steps and Process<sup>3</sup>2: Tips for Writing Business Requirements Documents<sup>2</sup>3: Business Requirements Document Template: 7 Components<sup>1</sup>4: Requirements Development Steps<sup>4</sup>5: What is Business Process Documentation?: 10 Easy Steps to<sup>5</sup>

## Question 5

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**Question Type:** MultipleChoice

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When debugging Email Notifications, what must you check on a user record?

Choose 2 answers

### Options:

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- A- The user must not be locked out.
- B- Delegation must be enabled.
- C- Active must be true.
- D- The First name and Last name fields must have values.
- E- The Email field must have a valid value.

### Answer:

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C, E



## Explanation:

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To receive email notifications, a user must have an active account and a valid email address in the user record. If either of these conditions is not met, the user will not be able to receive any email notifications from the system.

[Create an email notification](#)

[Example scripting for email notifications](#)

## Question 6

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**Question Type:** MultipleChoice

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When creating application tables, a user role is automatically added to the table record. Which other role does an application typically have?

## Options:

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**A-** Application Manager

**B-** Application Fulfiller

**C-** Application Super User

**D-** Application Admin

**Answer:**

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D

**Explanation:**

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An application admin is a role that grants full access to an application and its tables, scripts, and other components<sup>1</sup>. An application admin can create, modify, and delete any element of the application, as well as publish and install it<sup>2</sup>. An application typically has an application admin role that is automatically created and assigned to the application creator<sup>3</sup>.

Reference=1: [Application administration - ServiceNow Docs](#)2: [Application admin role - ServiceNow Docs](#)3: [Application roles - ServiceNow Docs](#)

## Question 7

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**Question Type:** MultipleChoice

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Is it possible to change an application's scope?

### Options:

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- A- Yes, but only from global scope to private scope
- B- Yes it's possible.
- C- No, it's not possible.
- D- Yes. but only from private scope to global scope

### Answer:

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B

### Explanation:

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It is possible to change an application's scope in ServiceNow, either from global to private or from private to global. However, changing the scope of an application may affect its functionality and compatibility with other applications. Therefore, it is recommended to test the application thoroughly before and after changing its scope.

[How To Change Application Scope In ServiceNow - YouTube](#)

[How to move Custom Scoped Applications between instances - ServiceNow](#)

[Steps to switch a scoped application from your company's application repository to update sets - ServiceNow](#)

[How to change the application \(scope\) of a SLA Definition without needing to recreate the SLA Definition - ServiceNow](#)

## Question 8

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**Question Type:** MultipleChoice

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What Module Link type is used to access an Application Properties page?

**Options:**

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- A- URL (from Arguments)
- B- HTML (from Arguments)
- C- Script (from Arguments)
- D- Single Record

**Answer:**

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A

**Explanation:**

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A Module Link type defines how the module opens in the content pane when the user clicks on it in the navigation pane<sup>1</sup>. The URL (from Arguments) link type allows you to specify a URL that opens the Application Properties page for the selected application<sup>2</sup>. The URL can include arguments that are evaluated at runtime, such as the application name or scope<sup>3</sup>.

Reference=1: [Module link types - ServiceNow Docs](#)2: [Application properties - ServiceNow Docs](#)3: [URL \(from Arguments\) - ServiceNow Docs](#)

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