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QUESTION NO: 1

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. Knowledge feedback related list
- C. Affected Products related list
- D. Translated Versions related list

ANSWER: D

Explanation:

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/c_I18NKMInternational.html

QUESTION NO: 2

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

ANSWER: A D

QUESTION NO: 3

The HR Profile table is used to track information for what Employment types? (Choose three.)

- A. Other
- B. Potential Employee
- C. Full Time Employee

- D. Temporary Employee
- E. Spouse
- F. Contractor

ANSWER: C D F

QUESTION NO: 4

What are the key differentiators between an HR Profile record and a User record? (Choose three.)

- A. The HR Profile stores the employee's assigned delegates.
- B. The HR Profile includes group membership information.
- C. The HR Profile includes employee organizational information like Colleagues.
- D. The HR Profile stores login credential information.
- E. The HR Profile may include employee marital status.
- F. The HR Profile is intended to store confidential employee data that is pertinent for HR.

ANSWER: A E F

Explanation:

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

QUESTION NO: 5

In the Create Bulk Cases module, which Filter by options are available in the dropdown? (Choose four.)

- A. Document Template
- B. Upload File
- C. HR Service Template
- D. User Criteria
- E. HR Template
- F. HR Profiles
- G. HR Criteria

ANSWER: B D F G

Explanation:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_CreateBulkCases.html

QUESTION NO: 6

What must be updated or loaded into the Customer's instance before importing the stories?

- A. Backlog
- B. Epics
- C. Products
- D. Groups

ANSWER: B

QUESTION NO: 7

Only users with which role, at a minimum, may view the confidential data on the HR Profiles table?

- A. Profile Writer [sn_hr_core.profile_writer]
- B. Profile Reader [sn_hr_core.profile_reader]
- C. HR Case Writer [sn_hr_le.case_writer]
- D. HR Case Reader [sn_hr_le.case_reader]

ANSWER: A

Explanation:

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

QUESTION NO: 8

Which of the following are examples of HR application scopes? (Choose four.)

- A. Human Resources: COE
- B. Human Resources: Core

- C. Human Resources: Knowledge
- D. Human Resources: Integrations
- E. Human Resources: Lifecycle Events
- F. Human Resources: Global
- G. Human Resources: Service Portal

ANSWER: B D E G

QUESTION NO: 9

When the Lifecycle Events application is installed, the LE Admin role is granted to which role?

- A. HR Admin [sn_hr_core.admin]
- B. It is not added to other roles
- C. HR Basic [sn_hr_core.basic]
- D. HR Manager [sn_hr_core.manager]

ANSWER: A

QUESTION NO: 10

If you wanted someone to administer the Employee Service Center without granting them the HR Admin role, which scoped Admin role would they need?

- A. Service Portal Admin [sn_hr_sp.admin]
- B. Widget Admin [sn_hr_widget.admin]
- C. Employee Files Admin [sn_hr_ef.admin]
- D. Integrations Admin [sn_hr_integrations.admin]

ANSWER: A