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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

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

QUESTION NO: 3

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: 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

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: 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

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: 8

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: 9

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: 10

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