



# CSA<sup>Q&As</sup>

Certified System Administrator

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### QUESTION 1

What are the benefits of building flows using Flow Designer? Choose 3 answers

- A. Supports easy integration with 3rd party systems
- B. Provides IDE for complicated scripting
- C. Provides natural-language descriptions of flow logic
- D. Supports No-Code application development
- E. Automatically populates SLA records
- F. Provides built-in libraries /API for complex coding

Correct Answer: ACD

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### QUESTION 2

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken\\\'

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

Correct Answer: A

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### QUESTION 3

In what order are Access Controls evaluated?

- A. Field-level-most general to most specific; then Row-level-most specific to most general
- B. Table-level-most specific to most general; then Row-level-most specific to most general
- C. Table-level-most specific to most general; then Field-level ?most specific to mast general
- D. Field-level-most specific to most general: then Table-level-most specific to most general

Correct Answer: D

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#### QUESTION 4

Where in Flow Designer can users access information about actions that are added to the flow?

- A. Virtual Agent Help
- B. Local Action Help
- C. Help Panel
- D. Flow Assistant

Correct Answer: C

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#### QUESTION 5

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

Correct Answer: DEF

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