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QUESTION 1

Which of the following are true regarding integrating a ServiceNow Knowledge base with external content? (Choose two.)

- A. Imported external articles appear as attachments in ServiceNow
- B. Only applications that allow WebDAV connections can be integrated
- C. The imported article will have the same category it had in the source knowledge base
- D. SharePoint blocks this integration

Correct Answer: BC

QUESTION 2

What is the primary output from the Requirements Gathering workshop?

- A. Schedules
- B. Use Cases
- C. Stories
- D. Personas

Correct Answer: C

QUESTION 3

What determines how an escalation request is processed?

- A. Escalation Rule
- B. Escalation Template
- C. Escalation Severity
- D. Escalation Justification

Correct Answer: B

QUESTION 4



What is the most efficient way to get cases to be dosed automatically after a few days?

- A. Set the property glide.auto.close.cases resolved to true
- B. Create a workflow associated with cases with a timer that changes the state after a few days
- C. Create a Scheduled job that looks at the resolved_at date
- D. Activate the Auto Close Resolved Cases flow

Correct Answer: D

QUESTION 5

If only one user reports a content for moderation, the content will be hidden.

- A. True
- B. False

Correct Answer: B

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