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QUESTION 1

What does ServiceNow now call the HR application?

- A. HRDS - HR Deliver Service
- B. HRSM - HR Service Management
- C. HRMS - HR Management System
- D. HRSD - HR Service Delivery

Correct Answer: D

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

QUESTION 2

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that a new button on the HR case, created using the Link Generator application, is not displaying the appropriate web page. Instead, they get a Page Not Found error. You have verified that the Link configuration and script are both accurate.

What else must be done to allow the Link to work?

- A. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
- B. You must create a custom ACL to allow the link to work.
- C. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.
- D. You must change Scope for the link to work.

Correct Answer: C

QUESTION 3

How can HR Tasks be marked as optional?

- A. Set Optional to True on the HR Task Template
- B. Set Optional to True on the Activity Set
- C. Tasks cannot be optional
- D. Set Optional to True on the HR Case form

Correct Answer: A



QUESTION 4

In the base ServiceNow instance, how are User Criteria used?

- A. To control which users can access the HR Case application
- B. To control what a user sees in the information and suggested reading widgets
- C. To control read and write access to Knowledge bases and articles
- D. To control which users can access the HR Service Portal

Correct Answer: C

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

QUESTION 5

The HR Case [sn_hr_core_case] table is an extension of what?

- A. Incident table
- B. Case table
- C. Task table
- D. Lifecycle Events table

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/reference/components-installed-with-case-and-knowledge-management.html>

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