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QUESTION 1

A Parent Incident is updated to reflect a new Priority and a new Assignment Group. Which of the following represents corresponding updates made automatically to child Incidents?

- A. Only the Priority is set on child Incidents
- B. No automatic updates are made to child Incidents
- C. The new Priority and Assignment Group are set on Active child Incidents
- D. The new Priority and Assignment Group are set on child Incidents

Correct Answer: B

Priority and Assignment group on Parent Incident don't update Child Incidents State, Close Notes, Close Code, Comments, and Work Notes may be updated on Child Incident based on Parent Incident update

QUESTION 2

Which of the following can be achieved by a user with itil role? (Choose four.)

- A. Add CI to Change Request
- B. Associate CI to Task
- C. Create CI
- D. Delete CI
- E. Create CI Class

Correct Answer: ABCD

QUESTION 3

The administrator at Universal Containers has been asked to create an account management dashboard displaying opportunities and activities for each of its top five clients.

Which dashboard feature should the Administrator use to meet this requirement?

- A. Dashboard filter
- B. Dynamic dashboard
- C. Joined reports on a dashboard
- D. Matrix reports on a dashboard

Correct Answer: B



QUESTION 4

Which module can you use to see a list of search keywords used to search for articles in knowledge base?

- A. Knowledge > Administration > Keywords
- B. Knowledge > Administration > Search Log
- C. Knowledge > Administration > Search History
- D. Knowledge > Administration > Search

Correct Answer: B

QUESTION 5

How to modify the attributes copied from a problem into a change when creating a change from a problem?

- A. Modify the "com.snc.change.create_from_problem.attributes" property in Change properties
- B. Modify the UI Action script that is used to create change
- C. Modify the "com.snc.change.copy_from_from.attributes" property in Change properties
- D. Modify the "com.snc.problem.create_change.attributes" property in Problem properties

Correct Answer: B

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