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QUESTION 1

Which statement is NOT true about XML exports of knowledge articles?

- A. The sys_ids of the articles will remain the same if imported into another instance
- B. Records in related lists are included in the XML export
- C. All fields are included in the XML export
- D. Attachments are included in the XML export

Correct Answer: A

QUESTION 2

Which table is used to store catalog items?

- A. sc_catalog_item
- B. sc_cat_item
- C. sc_category_item
- D. c_item

Correct Answer: B

QUESTION 3

Which of the following is used to determine which users can see certain catalog items?

- A. User Criteria
- B. UI Policies
- C. Roles
- D. ACL

Correct Answer: A

QUESTION 4

Which table does Problem table extend?

- A. Incident
- B. Task



C. Case

D. Problem Task

Correct Answer: B

QUESTION 5

Which of the following is NOT a valid Requested Item Catalog Task state?

A. Closed Skipped

B. Work In Progress

C. Closed Rejected

D. Pending

Correct Answer: C

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