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QUESTION 1

In the baseline instance configuration for Incident Management, when Impact = 3 - Low and Urgency = 3 Low, the Priority will be set to 5 - Planning.

The customer requirement is to set the Priority to 4 - Low, given these Impact and Urgency settings

Where should this be changed in the platform?

- A. System Property
- B. Client Script
- C. Priority Calculation Business Rule
- D. Priority Data Lookups Table

Correct Answer: D

QUESTION 2

Example 1:

```
AggregateResult[] groupedResults = [SELECT CampaignId, AVG(Amount) FROM Opportunity GROUP BY CampaignId];
for (AggregateResult ar : groupedResults)
{
    System.debug('Campaign ID' + ar.get('CampaignId'));
    System.debug('Average amount' + ar.get('expr0'));
}
```

Example 2:

```
AggregateResult[] groupedResults = [SELECT CampaignId, AVG(Amount) theAverage FROM Opportunity GROUP BY CampaignId];
for (AggregateResult ar : groupedResults)
{
    System.debug('Campaign ID' + ar.get('CampaignId'));
    System.debug('Average amount' + ar.get('theAverage'));
}
```

Example 3:

```
AggregateResult[] groupedResults = [SELECT CampaignId, AVG(Amount) FROM Opportunity GROUP BY CampaignId];
for (AggregateResult ar : groupedResults)
{
    System.debug('Campaign ID' + ar.get('CampaignId'));
    System.debug('Average amount' + ar.get.AVG());
}
```

Example 4:

```
AggregateResult[] groupedResults = [SELECT CampaignId, AVG(Amount) theAverage FROM Opportunity GROUP BY CampaignId];
for (AggregateResult ar : groupedResults)
{
    System.debug('Campaign ID' + ar.get('CampaignId'));
    System.debug('Average amount' + ar.theAverage);
}
```

Which two of the examples above have correct System.debug statements? (Choose two.)

- A. Example 1
- B. Example 2
- C. Example 3
- D. Example 4



Correct Answer: AB

QUESTION 3

Which one of the following workshops identifies the technical requirements for implementation?

- A. Implementation workshop
- B. Roadmap workshop
- C. Technical workshop
- D. Process workshop

Correct Answer: C

QUESTION 4

The "Assigned to me" button will validate if the current user is a member of the Assignment Group.

- A. True
- B. False

Correct Answer: B

No such validation is done in the OOTB implementation.

QUESTION 5

One of the features in ServiceNow ITSM is to keep monitoring configuration items and identify recurring issues.

- A. True
- B. False

Correct Answer: A

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