

ServiceNow SMC-PA

Micro-Certification Playbooks Advanced (SMC-PA)

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Latest Version: 6.0

Question: 1

How do time-based triggers function in process automation?

Response:

- A. They activate processes based on user input.
- B. They initiate processes at predetermined intervals or times.
- C. They depend on external system updates.
- D. They rely on manual intervention to start.

Answer: B

Question: 2

Which type of activities run behind-the-scenes on the Now Platform and doesn't require any user input?

Response:

- A. Interactive
- B. Automatic Executions
- C. Non-interactive
- D. Delayed Executions
- E. Instant Triggers

Answer: C

Question: 3

Which best practices should be followed when using the Process Automation Designer interface?

(Choose Two)

Response:

- A. Always use default settings.
- B. Regularly test workflows to ensure they function as intended.
- C. Document each step of the workflow clearly.
- D. Avoid using visual aids.

Answer: B,C

Question: 4

What must be defined to create a new process automation design?

(choose two)

Response:

- A. Input variable
- B. Approval policies
- C. Trigger conditions
- D. Task priorities

Answer: A,C

Question: 5

What are the main components involved in configuring the Playbook Experience?

Response:

- A. Playbook templates, playbook actions, and conditions
- B. Playbook actions, approval processes, and dashboards
- C. Playbook templates, approval processes, and reports
- D. Playbook templates, dashboards, and conditions

Answer: A

Question: 6

Which of the following are essential steps when configuring a Playbook Experience?

(Choose Two)

Response:

- A. Define the trigger conditions
- B. Create custom UI components
- C. Enable real-time notifications
- D. Set up user roles and permissions

Answer: A,D

Question: 7

How does the Process Automation Designer interface facilitate collaboration among team members?
Response:

- A. By providing individual workflows for each user
- B. By allowing real-time editing and comments
- C. By restricting access to only one user at a time
- D. By hiding workflow changes until completion

Answer: B

Question: 8

What features does the Process Automation Designer interface provide for managing activities?
(choose two)
Response:

- A. Drag-and-drop functionality
- B. Real-time collaboration tools
- C. Integration with cloud storage
- D. Version control for workflows

Answer: A,D

Question: 9

In the Process Automation Designer, which component is essential for defining user interaction?
Response:

- A. Activity stream
- B. Form layout
- C. Data pill picker
- D. Flow logic

Answer: B

Question: 10

How can the Process Automation Designer interface improve the efficiency of workflow development?
(Choose Three)
Response:

- A. Simplified UI for designing complex workflows

- B. Automatic generation of code snippets
- C. Real-time testing and validation
- D. Collaboration features for team development
- E. Enhanced security protocols

Answer: A,C,D

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