

Latest Version: 10.0

Question: 1

A developer is trying to access org data from within a test class.
Which sObject type requires the test class to have the (seeAllData=true) annotation?

- A. Report
- B. User
- C. Profile
- D. RecordType

Answer: C

Question: 2

In Problem Management, when using the Communicate Fix related link, which of the following conditions must be met for the fix to be communicated? (Choose three.)

- A. Problem has an associated change request.
- B. The Fix notes field is populated.
- C. Incident is associated with the problem record.
- D. Incident is in a State of On Hold with an On Hold Reason of Awaiting Problem.
- E. Problem is in a state of Fix in Progress.

Answer: A,B,C

Question: 3

Which of the following is NOT a way service catalog requests may be submitted in a baseline ServiceNow instance?

- A. From an inbound email
- B. From the service catalog
- C. From the service portal
- D. From an incident record

Answer: A

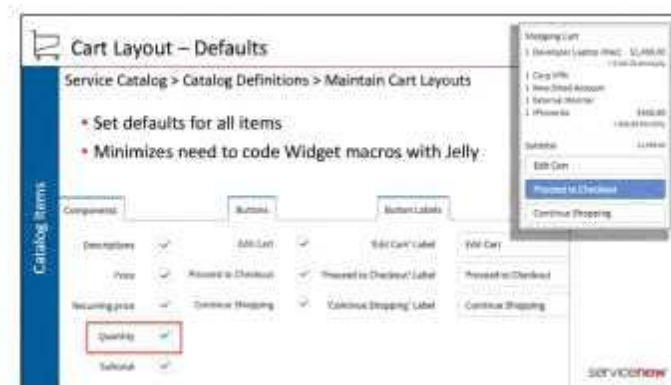
Question: 4

Which of the following components can be turned on or off in the Service Catalog Cart Layout?

- A. Calculate Shipping
- B. Add to Wish List
- C. Delete Item
- D. Quantity

Answer: D

Explanation:



Question: 5

In the baseline platform configuration, if a change approver rejects an approval for a normal change, what will the state of the change be set to?

- A. Rejected
- B. Assess
- C. Closed Incomplete
- D. New

Answer: D

Explanation:

"If one group member rejects, a notice is sent to the requester and the change is updated with a State = New and Approval = Rejected."