Best Value Available! 2023 Realistic Verified Free CIS-ITSM Exam Questions [Q16-Q31

Best Value Available! 2023 Realistic Verified Free CIS-ITSM Exam Questions Pass Your Exam Easily! CIS-ITSM Real Question Answers Updated Q16. Which of the following fields does ServiceNow recommend to move to the Advance view of the catalog item form? (Choose two.)

* No subtotal
* No cart
* Omit price in cart
* Shopping cart label
* Show shopping cart

Q17. Recently a Salesforce org’s integration failed because it exceeded the number of allowed API calls in a 24-hour period. The integration handles a near real-time, complex insertion of data into Salesforce.

The flow of data is as follows:

* The integration looks up Contact records with a given email address and, if found, the integration adds a Task to the first matching Contact it finds.

* If a match is not found, the integration looks up Lead records with a given email address and, if found, the integration adds a Task to the first matching Lead it finds.

* If a match is not found, the integration will create a Lead and a Task for that newly created Lead.

What is one way in which the integration can stay near real-time, but not exceed the number of allowed API calls in a 24-hour period?

* Use the REST API as well as the SOAP API to effectively double the API calls allowed in a 24-hour period.

* Create an Inbound Message that, using Flow, can do all of the logic the integration code was doing.

* Write a custom Apex web service that, given an email address, does all of the logic the integration code was doing.

* Create several Apex InboundEmailHandlers to accept calls from the third-party system, thus bypassing the API limits.
Explanation/Reference:

Q18. What is the correct order of steps to follow when working with inbound change sets?

* Deploy, Validate, Monitor

* Validate, Deploy, Monitor

* Deploy, Monitor, Validate

* Monitor, Deploy, Validate

Q19. When can a user (who has no assigned roles in the system) close an incident?

* When the user is the Caller and the incident's State is Resolved.

* When the user is the Caller or on the Watch list and the incident's State is Resolved.

* When the user is the Caller and the incident's State is not already closed.

* When the user is the Caller and the incident's State is not already resolved.

Q20. Which of the following roles can delete a CAB definition?

* cab_manager

* itil_admin

* change_manager

* None of the listed answers
Explanation

Only system admin can delete CAB Definitions.

Q21. Which statement is NOT true about reporting on catalog item variables?

* The Variables column can be added to list reports if variables are available for the selected table/data source.

* Reports can be stacked by variables from a selected catalog item.

* Database views are required to report on catalog item variables.

* Reports can be grouped by variables from a selected catalog item.
Explanation/Reference:

Q22. Which of the following are valid ways to change a problem's state to Closed? (Choose all that apply.)

* Manually change the state to Closed.

* Automatically 7 days after being resolved.

* Click on the Complete button.

* Empty the "Assigned to" the "Assignment group" fields.

* Automatically 10 days after being resolved.
In the baseline instance, there's no automatic closure of problems. Users cannot change the state from the State field because it is disabled. User should click on the Complete button.

Q23. Users have been given Read/Write access to product support cases through criteria-based sharing rules. A user's profile only has the Read permission for cases.

What can the user expect regarding their ability to edit product support cases?
* The user will NOT be able to edit product support cases.
* The user will only be able to edit cases manually shared with them.
* The user will only be able to edit the cases that they created.
* The user will be able to edit product support cases.

Q24. Change tasks can manually be added in the following states. (Choose three.)
* Canceled
* Implement
* Authorize
* Closed
* Assess

Q25. How can a user with itil roles resolve a problem?
* Manually changing the state to "Resolved"
* None of the listed answers
* Manually changing the state to "Closed"
* Clicking on the Resolve button
Explanation

Users with itil role cannot resolve problems.

Q26. How is access to knowledge articles administered?
* Filter Conditions on the knowledge base
* User Criteria and User Roles
* User Roles
* User Criteria and Entitlements

Q27. The Close Incident button doesn't appear for itil users.
* False
* True
Users with itil roles don't have permission to close incidents. Incidents can be closed by the user who opened them or by the itil admin.

Q28. Workshops intend to understand the current processes at the organization in order to reflect them in ServiceNow ITSM.
* True
* False
Workshops don't intend to recreate what the customer has in place today in a new system, but rather it aims to align the customer's processes with ServiceNow best practices.

Q29. Which of the following statements is true regarding Group Type?
* Every group can have zero or more types.
* None of the listed answers.
* Every group can have one or more types.
* Every group can have one type.
Explanation/Reference:

Q30.

```
Line 1 public class AttributeTypes
Line 2 {
Line 3     private final String[] arrayItems
Line 4
Line 5     @AuraEnabled
Line 6     public List<String> getStringArray() {
Line 7         String[] arrayItems = new String[]{ 'red', 'green', 'blue' };
Line 8         return arrayItems;
Line 9     }
Line 10 }
```

Consider the Apex controller above, that is called from a Lightning Aura Component.

What is wrong with it?
* Line 1: class must be global
* Lines 1 and 6: class and method must be global
* Line 6: method must be static
* Line 8: method must first serialize the list to JSON before returning

Q31. Which of the following columns get copied from the incident when creating a problem according to the OOTB implementation? (Choose all that apply.)
* Contact type
* Impact
* Assigned
* Configuration Item
* Subcategory

Actual Questions Answers Pass With Real CIS-ITSM Exam Dumps: https://www.validexam.com/CIS-ITSM-latest-dumps.html]