

ServiceNow.CIS-HR.v2026-07-10.q63

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NEW QUESTION: 1

What do Client Roles define?

- A. Groups for the customer 's clients.
- B. Roles that come into force if user uses a browser client.
- C. Named roles (eg VP of Operations, SVP Sales) for a customer's clients.
- D. Access for new hires, employees, alumni, contingent, and contract workers.

Answer: ([SHOW ANSWER](#))

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ClientRoles.html

NEW QUESTION: 2

What are the advantages of removing the HR Admin role from the system Admin role after the HR Implementation tasks have been completed?

Choose 2 answers

- A. Confidential HR data is only accessible to users with an HR role
- B. System Admin can still grant scoped HR roles
- C. HR has control over further HR configurations
- D. System admin can view HR Cases and confidential profile information

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

In the base ServiceNow instance, how are User Criteria used?

- A. To control which users can access the HR Case application
- B. To control what a user sees in the information and suggested reading widgets
- C. To control read and write access to Knowledge bases and articles
- D. To control which users can access the HR Service Portal

Answer: ([SHOW ANSWER](#))

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

NEW QUESTION: 4

If a customer has a huge employee population, complex organizational structures, and requires custom integrations and language translations, what level of configuration complexity would their project be considered?

- A. Low
- B. Nominal
- C. Major
- D. Drastic

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

If an HR Service needs to be accessible to employees on the Employee Center, which field must be completed on the HR Service record?

- A. Record Producer
- B. Taxonomy Topic
- C. Catalog Item
- D. Checklist

Answer: ([SHOW ANSWER](#))

Verified Answer: C. Catalog Item Very Short Explanation: A catalog item is a record producer that defines the required fields and how the item appears in the catalog to employees. To make an HR Service accessible to employees on the Employee Center, the catalog item field must be completed on the HR Service record 1 .

NEW QUESTION: 6

How many User Criteria Records may be applied to a single KB or KB Article?

- A. Only two
- B. Only three
- C. Unlimited
- D. Only one

Answer: ([SHOW ANSWER](#))

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924

NEW QUESTION: 7

What is used to create a link on an HR Case form that accesses information outside the application?

- A. Restricted Caller Access
- B. COE Configuration

C. Link Generator

D. HR Service

Answer: (SHOW ANSWER)

Verified Answer: C. Link Generator Very Short Explanation : The Link Generator is a feature that allows HR agents to create a link on an HR Case form that accesses information outside the application, such as a third- party website or an external document 1 . The Link Generator can be used to provide additional resources or guidance to employees or HR agents who are working on an HR Case 1 . The other options are not correct because they have different purposes.

Restricted Caller Access is a feature that limits the access to HR Cases based on the caller's domain or company 2 . COE Configuration is a feature that allows HR administrators to configure the Centers of Excellence (COEs) that provide HR services to employees 3 . HR Service is a record that defines the type, category, and process of an HR request or issue 4 .

NEW QUESTION: 8

What does ServiceNow now call the HR application?

A. HRDS - HR Deliver Service

B. HRSM - HR Service Management

C. HRMS - HR Management System

D. HRSD - HR Service Delivery

Answer: (SHOW ANSWER)

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/hr-service-delivery.html>

NEW QUESTION: 9

What does the HR Guided Setup offer?

A. A way to set up the client ' s HR organization

B. A sequence of tasks to set up the HR application

C. A sequential checklist for emergency procedures

D. A list of HR policy documents

Answer: (SHOW ANSWER)

The HR Guided Setup offers a sequence of tasks to set up the HR application , serving as a project management tool directly within the ServiceNow instance. It breaks down the complex HRSD implementation process into manageable categories, such as Company Structure, Case Management, and Portal Configuration. Each category contains a list of specific configuration tasks with links to the relevant modules and documentation. This ensures that implementation teams follow ServiceNow best practices and do not skip critical steps, such as defining COEs or configuring HR Profiles. The tool also tracks progress, showing which tasks are complete, in-progress, or locked (due to missing dependencies), providing a clear roadmap for a successful and standardized HR deployment.

NEW QUESTION: 10

What is the purpose of the Owning Group field on the HR Template?

- A. They approve the Template to be published.
- B. HR Cases are assigned to the Owning Group.
- C. They manage updates to the Template.
- D. They own the Lifecycle Event.

Answer: ([SHOW ANSWER](#))

The Owning Group field on an HR Template is a governance feature used to define which specific group of users is responsible for the maintenance of that template. Its primary purpose is to identify who manages updates to the Template . This ensures that when changes to HR policies, descriptions, or field defaults are required, the request can be routed to the correct subject matter experts. While an HR Case generated from the template might be assigned to a " Tier 1 " group for fulfillment, the " Owning Group " remains the custodian of the template ' s configuration. This distinction is important in large organizations to prevent unauthorized or accidental changes to templates that are used globally, ensuring that only the designated group has the authority to modify the pre-defined data that populates HR Cases.

NEW QUESTION: 11

Which option allows a user to make a copy of a campaign in HR Service Delivery?

- A. Clone Campaign
- B. User Campaign
- C. Copy Campaign
- D. Update Campaign

Answer: ([SHOW ANSWER](#))

Comprehensive and Detailed Explanation: ServiceNow Content Delivery (Campaigns) provides the Copy Campaign feature to increase efficiency for HR Administrators who need to replicate successful outreach efforts. When an HR Administrator selects " Copy Campaign, " the system creates a new campaign record that duplicates the settings, such as the audience, start/end dates, and associated content, from the original campaign. This is particularly useful for recurring annual events like Open Enrollment or quarterly performance review reminders where the structure remains identical but minor dates or specific content pieces need updating. Using the Copy Campaign function prevents the need to manually rebuild complex campaign logic and ensures consistency across different employee engagement initiatives. Once copied, the user can modify the new campaign record independently without affecting the original " Gold Standard " or historical campaign records.

NEW QUESTION: 12

After configuration on a Lifecycle Event is complete, what additional configuration is needed to initiate the LE process for an employee?

- A. An HR Service is needed to initiate the LE process
- B. A Scheduled Job is needed to initiate the LE process

- C. An Event is needed to initiate the LE process
- D. None. The LE will automatically trigger based on its configuration

Answer: ([SHOW ANSWER](#))

Verified Answer: C. An Event is needed to initiate the LE process Very Short Explanation: An event is a record that indicates a change in the state of an application or a task. Events can be used to trigger actions such as notifications, workflows, or scripts. To initiate a Lifecycle Event process for an employee, an event must be configured on the Lifecycle Event record. The event can be based on a condition, a script, or a schedule 1 .

NEW QUESTION: 13

What is the purpose of Journey designer?

- A. It tracks the progress of Lifecycle Events and Onboarding Cases using the dashboards.
- B. It passes information from the lifecycle event case to a child case or task
- C. It manages the dependencies of activities within an activity set.
- D. It combines Lifecycle Event cases and Journey Accelerator action plans.

Answer: ([SHOW ANSWER](#))

Verified Answer: D. It combines Lifecycle Event cases and Journey Accelerator action plans Very Short Explanation: Journey designer is a feature that allows HR professionals to create and manage employee journeys that combine Lifecycle Event cases and Journey Accelerator action plans. A journey is a collection of activities that guide an employee through a specific experience, such as onboarding, offboarding, relocation, or parental leave 1 .

NEW QUESTION: 14

How can fields for a specific HR Service be displayed on the New Case Creation page?

- A. Using the Case Options field on the HR Service
- B. HR Service-specific fields cannot be added to the New Case Creation page
- C. Using the Case Creation Service Configurations
- D. Using the HR Criteria module

Answer: ([SHOW ANSWER](#))

To optimize the agent experience during manual case entry, ServiceNow allows administrators to customize the visibility of fields using the Case Creation Service Configurations . This feature enables the system to dynamically show or hide specific fields on the New Case Creation page based on the selected HR Service.

For instance, if an agent selects a " Tuition Reimbursement " service, the configuration can trigger the display of " University Name " and " Amount " fields, which would not be relevant for a " Payroll Inquiry " . This ensures that agents collect all necessary data at the point of creation without cluttering the form with irrelevant fields, leading to faster processing times and higher data quality for specialized HR services within the various Centers of Excellence.

NEW QUESTION: 15

When configuring a record on the COE ACL Configuration module how can you apply the conditions to all HR services for the COE?

- A. Select the Applies to all services box
- B. Add a filter condition for each HR service
- C. Write a new ACL record for each HR service
- D. Select each HR service using the Services list

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

What is the role of a Delegated Developer for HR Service Delivery?

- A. To modify HR application objects such as skills, chat, surveys
- B. To access all areas of HR to create Cases, Tasks, Reports, Profiles, etc.
- C. To inherit access to other scoped applications
- D. To allow employees to delegate their tasks to other employees

Answer: ([SHOW ANSWER](#))

The Delegated Developer role in HR Service Delivery is designed to allow specific users or groups the ability to perform administrative and development tasks within the HR scoped application without granting them the full system administrator [admin] role. Specifically, this role permits them to modify HR application objects such as skills, chat configurations, and surveys . This is a strategic security practice that adheres to the principle of least privilege, allowing HR technical team members to configure application- specific logic-like survey questions or chat queues-while remaining restricted from global system settings.

It differentiates development responsibilities from standard HR operations (like case handling) or global system administration. This ensures that HR-specific configurations remain under the control of the HR department while maintaining the security and stability of the broader ServiceNow platform.

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NEW QUESTION: 17

What are the configurations for the activity set that is triggered by a date field to not trigger if the date field is empty?

- A. Enable Rescind link
- B. Add a script to the activity set definition

- C. All activity sets must trigger
- D. Select the Ignore empty date box

Answer: D ([LEAVE A REPLY](#))

In Lifecycle Events, activity sets can be configured to trigger based on specific date fields, such as " Employment Start Date " or " Termination Date " . However, if the specified date field on the HR Profile or Case is empty, the system might not know how to proceed. To prevent the activity set from triggering prematurely or incorrectly in these scenarios, administrators must select the " Ignore empty date " box in the activity set configuration. This setting ensures that the workflow engine waits for a valid date value to be populated before initiating the associated tasks or approvals. This is particularly useful in dynamic onboarding processes where certain dates might not be finalized at the moment the case is created, preventing system errors and ensuring that the employee journey only advances when the necessary data is available to drive the schedule.

NEW QUESTION: 18

In the HR Guided Setup Module, why are some tasks locked in the Task view?

- A. They require an elevated role to access.
- B. They are deprecated tasks that should not be completed.
- C. They require other tasks to be completed first.
- D. They require a plugin to be activated first.

Answer: ([SHOW ANSWER](#)**)**

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html

NEW QUESTION: 19

An HR Admin without the System Admin role can do what? (Choose three.)

- A. Create HR Criteria
- B. Grant roles to users or groups
- C. Configure business rules
- D. Add users to groups
- E. Modify the HR Administration > Properties
- F. Reset user passwords

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 20

When a Guided Setup task is marked as complete, how can it be reopened?

- A. Closed tasks cannot be reopened
- B. Click the Mark as Incomplete button
- C. Submit a request in HI
- D. Restart the Guided Setup entirely

Answer: ([SHOW ANSWER](#)**)**

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html

NEW QUESTION: 21

What information does the HR Profile contain?

- A. Employee relations cases
- B. User ID and department information
- C. Personal employee data
- D. Employee skills

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Which feature prevents editing or purging of employee documents based on an HR Profile?

- A. Retention Policy
- B. Legal Holds
- C. Security Policy
- D. Topic Detail

Answer: ([SHOW ANSWER](#))

Verified Answer: B. Legal Holds Very Short Explanation: Legal Holds is a feature that prevents editing or purging of employee documents based on an HR Profile. Legal Holds can be used to preserve employee documents that are relevant to a legal matter, such as a lawsuit, an investigation, or a compliance audit 1 .

Legal Holds can be applied to one or more HR Profiles, and can be managed by HR administrators or legal users 1 . The other options are not correct because they have different purposes. Retention Policy is a feature that defines how long employee documents are stored and when they are purged 2 . Security Policy is a feature that controls the access to employee documents based on the document type, the document owner, and the user role 3 . Topic Detail is a feature that defines the properties and behaviors of an HR Service, such as the category, the workflow, and the assignment group 4 .

NEW QUESTION: 23

Which HRSD application automates and streamlines employee onboarding and other activities across departments?

- A. Lifecycle Events
- B. HR Performance Analytics
- C. HR integrations
- D. Employee Center

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Which HRSD application synchronizes ServiceNow with external HR systems?

- A. HR Integrations
- B. Core HR Application
- C. Lifecycle Events
- D. Employee Center Pro

Answer: ([SHOW ANSWER](#))

Verified Answer: A. HR Integrations Very Short Explanation: HR Integrations is an HRSD application that enables ServiceNow to synchronize data with external HR systems, such as Workday, SAP SuccessFactors, or Oracle PeopleSoft. HR Integrations can be used to import employee profiles, HR services, and HR cases from external systems into ServiceNow, or to export HR data from ServiceNow to external systems 1 .

NEW QUESTION: 25

Which Lifecycle Event activity type enables you to manage the dependencies or order of activities within an activity set?

- A. Approval
- B. Notification
- C. Activity container
- D. Employee task

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

Which application is used to send prompts to managers and employees in their flow of work?

- A. Lifecycle Events
- B. HR Integrations
- C. Proactive Prompts
- D. HR Performance Analytics

Answer: C ([LEAVE A REPLY](#))

Comprehensive and Detailed 100 to 150 words of Explanation From ServiceNow Human Resources topics:

Proactive Prompts is a feature designed to drive employee engagement and productivity by delivering timely, relevant notifications directly to managers and employees within their natural flow of work. Instead of requiring users to manually search for tasks or information, this application pushes alerts and calls-to-action to common interfaces like the Employee Center or integrated collaboration tools like Microsoft Teams. These prompts can be configured to remind employees to complete surveys, update their profiles, or finish required training. For managers, it can signal pending approvals or upcoming team milestones. By surfacing these " nudges " where users are already working, Proactive Prompts significantly reduces the administrative burden on HR and ensures higher completion rates for critical tasks, creating a more seamless and intuitive employee experience.

NEW QUESTION: 27

You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that a new button on the HR case, created using the Link Generator application, is not displaying the appropriate web page. Instead, they get a Page Not Found error. You have verified that the Link configuration and script are both accurate. What else must be done to allow the Link to work?

- A. You must create a custom ACL to allow the link to work
- B. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied
- C. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed
- D. You must change Scope for the link to work

Answer: ([SHOW ANSWER](#))

When implementing HRSD in an environment with existing ITSM configurations, the Restricted Caller Access (RCA) mechanism is often the cause of " Page Not Found " or access errors for cross-scope features like the Link Generator . Because the Link Generator may attempt to access resources across application scopes, the platform requires an explicit " Allowed " status in the RCA table to permit the operation. Even if the script and link configuration are technically perfect, the security layer will block the call if it is seen as an unauthorized cross-scope request. Setting the status to Allowed on the associated record within the Application Restricted Caller Access list white-lists the interaction, enabling the button to correctly resolve the external or cross-scope URL without violating the security boundaries of the HR Scoped Application.

NEW QUESTION: 28

What is the minimum role required to view confidential data associated with the HR Profile?

- A. HR profile viewer [sn_hr_core profile_reader]
- B. HR basic [sn_hr_core basic]
- C. HR Administrator [sn_hr_core.admin]
- D. Employee Service Center Admin [sn_hr_sp admin]

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

What type of information does the HR Profile contain?

- A. Personal employee data
- B. Group membership and role information
- C. User login and department information
- D. A user's password

Answer: ([SHOW ANSWER](#))

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRProfileRecords.html

NEW QUESTION: 30

What role, at a minimum, is required to configure an HR integration source?

- A. HR Admin [sn_hr_core.admin]
- B. HR Manager [sn_hr_core.manager]
- C. Integrations Admin [sn_hr_integrations.admin]
- D. HR Basic [sn_hr_core.basic]

Answer: ([SHOW ANSWER](#))

When setting up connections between ServiceNow and external HR systems (such as Workday or SAP SuccessFactors), specialized permissions are required. The Integrations Admin [sn_hr_integrations.admin] role is required, at a minimum, to configure an HR integration source. This scoped role grants the necessary privileges to manage the HR Integrations application, including the configuration of source systems, inbound and outbound integration jobs, and data mapping. By using a dedicated role for integrations, ServiceNow ensures that highly technical connectivity settings are separated from general HR administration. This allows an IT or integration specialist to manage the data flow without needing access to sensitive HR profile data or case details, maintaining a secure separation of duties while ensuring that employee data is correctly synchronized across the enterprise landscape.

NEW QUESTION: 31

When using the Generate HR Profiles module to create HR Profiles, what field must be completed to ensure the employees are granted the appropriate Client Role?

- A. User type
- B. Employment type
- C. Profile type
- D. Employee type

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

What are the functions of a journey template owner?

Choose 3 answers

- A. Message new hire to welcome them to the team
- B. Restrict inter-departmental transfer of sensitive case details

- C. Manage the order and flow of the journey stages and tasks
- D. Change only the task templates that they own
- E. Create task templates for their audience in a simple user-friendly experience

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

Which plugin allows agent tasking only within the HR department?

- A. Human Resources Scoped App: Lifecycle Events for Enterprise [com.sn_hr_lifecycle_ent]
- B. Human Resources Scoped App: Integrations [com.sn_hr_integrations]
- C. Human Resources Scoped App: Employee Relations
- D. Human Resources Scoped App: Lifecycle Events [com.sn_hr_lifecycle_events]

Answer: ([SHOW ANSWER](#))

The Human Resources Scoped App: Employee Relations plugin is specifically designed to handle the most sensitive HR cases, such as disciplinary actions or grievances, which require even stricter access controls than standard HR cases. This plugin ensures that agent tasking and case visibility are strictly limited to a subset of the HR department-typically an Employee Relations specialized team. While general HR agents might have access to standard Payroll or Benefits cases, the Employee Relations scope uses unique tables and security configurations to "wall off" these cases. This prevents even regular HR personnel from viewing confidential investigation details, thereby protecting the company from legal liability and ensuring the highest level of privacy for employees involved in sensitive workplace matters.

NEW QUESTION: 34

When creating a PDF Document Template, where does the list of Document Revisions come from?

- A. From Document Templates
- B. From Knowledge Articles
- C. From Managed Documents
- D. From System Documents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

When using Agent workspace for Case Management, how can the maximum default size of 30MB for an Employee Document be changed?

- A. Using the maximum file upload size in megabytes Security policy
- B. Using the file upload size system property
- C. Using the maximum file upload size business rule
- D. Using the maximum file upload size in megabytes held in the Employee Document Properties

Answer: ([SHOW ANSWER](#))

By default, the Employee Document Management (EDM) application limits the size of document uploads in Agent Workspace to 30MB to optimize performance. To adjust this limit, an

administrator must navigate to Employee Document Properties and modify the setting for " maximum file upload size in megabytes " .

This property specifically controls the threshold for documents being attached to HR Profiles or Cases within the Workspace environment. While there are global system properties for general file attachments, EDM uses its own specific properties to provide granular control over the document filing system. Increasing this size might be necessary for large historical files or bundled employee records, but it must be balanced against storage costs and upload speeds. Changing this property ensures that HR agents can successfully upload all required documentation during the case fulfillment process.

NEW QUESTION: 36

Which content delivery feature will allow a user to deliver messages to employees and invite them to a meeting where survey results will be shared ' ?

- A. Scheduling
- B. Listening Posts
- C. Journey Accelerator
- D. Campaigns

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

What defines an employee ' s access to the HR Service Portal / Employee Service Center?

- A. Group membership
- B. User Criteria
- C. HR Criteria
- D. Client Roles

Answer: ([SHOW ANSWER](#))

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ClientRoles.html

NEW QUESTION: 38

Beginning with the Orlando release, which module allows HR Administrators to define which groups may access the various COEs or HR Services without needing to edit or create new ACL records?

- A. COE Properties
- B. COE Policy groups
- C. COE ACL Configuration
- D. Access Policies

Answer: ([SHOW ANSWER](#))

The COE ACL Configuration module was introduced to simplify the security management of HR Centers of Excellence (COEs). Prior to this feature, restricting access to specific COEs (like

Employee Relations or Payroll) required manually creating complex Access Control List (ACL) records, which often necessitated technical expertise. With COE ACL Configuration, HR Administrators can use a much more intuitive, no- code interface to define which HR groups have read, write, create, or delete access to specific COEs or individual HR Services. This module acts as a " security layer " on top of the existing platform security, allowing for granular control based on criteria such as the " Applies to all services " checkbox. This ensures that sensitive HR data is only visible to the appropriate teams while reducing the administrative overhead and potential errors associated with traditional script-based ACL management.

NEW QUESTION: 39

When an employee contacts HR. they speak in terms of lifecycle events from an HR perspective, that event gets translated into several HR services that need to be performed of the following items which would be considered a lifecycle event?

- A. Direct Deposit Setup
- B. PTO Inquiry
- C. Tuition Reimbursement
- D. Having a baby

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 40

If " Advanced " is selected for an Activity Set Trigger Condition, what additional field(s) become visible?

- A. Activity set dependencies
- B. Date offset type
- C. Trigger script
- D. Activity Type

Answer: ([SHOW ANSWER](#)**)**

In Lifecycle Events, Activity Set Trigger Conditions determine when a specific phase of the employee journey begins. While many trigger conditions are simple (e.g., " Immediate " or " Date-based "), selecting the Advanced option allows for highly complex logic. Upon selecting " Advanced, " the system reveals the Trigger script field, which provides a script editor for administrators to write custom JavaScript. This script must return a boolean true for the activity set to fire. This is particularly useful for enterprise-scale organizations with unique requirements that cannot be met by standard conditions-such as waiting for a specific value in an external integrated system or checking complex multi-table relationships before initiating the next set of onboarding or offboarding tasks.

NEW QUESTION: 41

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that they get an error message about a Read operation from the HR scope to the Global scope being denied. You have verified that each Script Include was written correctly. What else must be done to allow the Script Includes to work in the HR application?

- A.** The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
- B.** You must create a custom ACL to allow the script includes to work.
- C.** The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.
- D.** You must change Scope for the script includes to work.

Answer: ([SHOW ANSWER](#))

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0759087

NEW QUESTION: 42

What happens when a cross-scope attempt is executed for the first time?

- A.** The record is automatically set to caller tracking.
- B.** The record is automatically added to the Restricted Caller Access Privileges table and its status is set to Requested.
- C.** The record status is automatically set to allowed.
- D.** The Read record status is automatically set to Accept and the system will allow the script to run.

Answer: ([SHOW ANSWER](#))

ServiceNow uses Restricted Caller Access (RCA) to secure scoped applications like HR from unauthorized interactions with other parts of the platform. When a cross-scope attempt (such as a script in the Global scope trying to access an HR table) occurs for the first time, the system automatically adds a record to the Restricted Caller Access Privileges table and sets its status to " Requested ". This mechanism ensures that the interaction is blocked by default until an administrator reviews and approves it. This " gatekeeper " approach is vital for protecting sensitive HR data, as it prevents accidental or malicious data access between scopes. Administrators must then manually change the status to " Allowed " if the cross-scope call is legitimate, ensuring full control over which external scripts or applications can interact with the HR environment.

NEW QUESTION: 43

When does the HR Template populate information on the HR Case form?

- A.** When the Opened for person is selected
- B.** When the Assignment group is selected.
- C.** When the HR Case Type is selected.
- D.** When the HR service is selected on the HR Case Creation form.

Answer: ([SHOW ANSWER](#))

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-case-template.html>

NEW QUESTION: 44

When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment. Why?

- A. It indicates who generated the document
- B. It indicates who should sign the document
- C. It indicates the Opened for user
- D. It indicates who the document is about

Answer: ([SHOW ANSWER](#))

When an HR agent uses a Document Template to generate a PDF or text document from a case record, ServiceNow automatically appends the creator ' s name to the attachment filename. This is a built-in auditing and organizational feature intended to indicate who generated the document . In a shared services environment where multiple agents might work on the same case, this naming convention provides immediate clarity on the document ' s origin without requiring the user to open the file or check the system logs. It helps maintain an accurate trail of administrative actions, especially for sensitive documents like employment contracts or disciplinary letters. This transparency is essential for compliance and internal quality control, ensuring that if a document needs to be revised or questioned, the original generator can be easily identified by looking at the attachment list on the HR Case.

NEW QUESTION: 45

What determines if a user can view a Knowledge article?

- A. Can/Cannot Read User Criteria
- B. Can/Cannot Contribute User Criteria
- C. HR Criteria
- D. ACL Rules

Answer: ([SHOW ANSWER](#))

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge- management/task/t_SelectUCArticle.html

NEW QUESTION: 46

As part of the implementation for an HR Enterprise customer, a new Lifecycle Event for a leave of absence was created. What additional item must be configured in order to initiate the leave of absence Lifecycle Event process for an employee?

- A. An acceptance from an HR Agent
- B. A new HR Case
- C. An HR service
- D. An assignment rule

Answer: ([SHOW ANSWER](#))

In ServiceNow HRSD, Lifecycle Events (LE) do not function in isolation; they must be mapped to an HR Service to be initiated for an employee. The HR Service acts as the " wrapper " or entry point that triggers the Lifecycle Event engine. When an HR Service is configured with a " Lifecycle Event " fulfillment type, the system knows that opening a case for that specific service should

launch the associated activity sets and activities. Without an HR Service, there is no standardized way for an agent or a record producer to start the workflow. This structure allows HR to use the same Lifecycle Event for different service variations by simply pointing multiple HR Services to the same LE record, ensuring scalability and consistent process execution across the enterprise.

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NEW QUESTION: 47

The HR Profile table is used to track information for what Employment types? (Choose three.)

- A. Full Time Employee
- B. Contractor
- C. Spouse
- D. Other
- E. Temporary Employee
- F. Potential Employee

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

In terms of bulk cases, what Status label is given to a User that no longer matches the criteria defined in User Segments?

- A. Duplicate
- B. Inactive
- C. Included
- D. Excluded

Answer: ([SHOW ANSWER](#))

Verified Answer : D. Excluded
Very Short Explanation : In terms of bulk cases, the status label that is given to a user that no longer matches the criteria defined in user segments is Excluded. User segments are groups of users that are defined by HR criteria, such as location, department, or job title 1 . Bulk cases are HR cases that are created for multiple users at once, based on user segments 2 . When a bulk case is created, the system checks the user segment criteria and assigns a status label to each user in the segment. The status labels are:

Included: The user matches the user segment criteria and is included in the bulk case 2 .

Excluded: The user does not match the user segment criteria and is excluded from the bulk case 2 .

Duplicate: The user matches the user segment criteria but already has an open case of the same HR service and is excluded from the bulk case 2 .

Inactive: The user is inactive in the system and is excluded from the bulk case 2 .

Therefore, the correct answer is D. Excluded.

NEW QUESTION: 49

HR Profiles may be created for multiple employees using conditions and criteria in which module?

- A.** Create Human Resources Profile
- B.** Create new Case
- C.** Generate HR Profiles
- D.** Bulk Cases

Answer: ([SHOW ANSWER](#))

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_GenHRProfile.html

NEW QUESTION: 50

Which feature enables agents to collaborate in the Next Experience user interface?

- A.** Connect Chat
- B.** Scheduling
- C.** Work Notes
- D.** Sidebar

Answer: ([SHOW ANSWER](#))

Sidebar is a modern collaboration feature within the Next Experience user interface that allows HR agents to communicate with other agents or stakeholders in real-time directly within the context of a record. Unlike Work Notes, which are primarily for asynchronous documentation, Sidebar provides a " chat-like " experience for immediate troubleshooting and knowledge sharing. This is particularly useful for complex HR cases that require input from different specialists, as it keeps the conversation linked to the case record for future reference while allowing for the rapid exchange of information. Sidebar represents the evolution of agent collaboration in ServiceNow, replacing older tools like Connect Chat with a more integrated, Workspace- compatible solution that aligns with the multi-tabbed productivity requirements of modern HR Service Delivery.

NEW QUESTION: 51

If the Applies to all services box is not checked on the COE ACL Configuration record what additional configurations must be made to the record ' ?

- A.** An Applies when condition must be created for each Service
- B.** No additional configurations are needed
- C.** At least one HR Service must be selected for the Services list

D. More than one group must be added to the Groups list

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

If the HRSD application is scoped, why can the System Administrator initially access all HR applications after the plugin has been installed?

- A. When the HR plugins are installed, the necessary HR roles are added to the Admin role.
- B. The roles were manually granted by a ServiceNow security user.
- C. The Admin will always have access to all HR tables and data.
- D. The roles were manually granted by an HR Admin.

Answer: ([SHOW ANSWER](#))

Reference: https://community.servicenow.com/community?id=community_article&sys_id=2a3c8b32dbdfd74054250b55ca961930

NEW QUESTION: 53

Which application is installed with the Human Resources Scoped App: Core plugin?

- A. Lifecycle Events
- B. Employee Service Center
- C. HR Case Management
- D. Employee Document Management

Answer: C ([LEAVE A REPLY](#))

The Human Resources Scoped App: Core plugin serves as the primary foundation for the ServiceNow HRSD suite, and its installation automatically includes HR Case Management. This application provides the essential framework for HR agents to create, manage, and resolve employee inquiries and requests through a structured case-handling process. It establishes the core Centers of Excellence (COEs) and the underlying table structures necessary for organizing HR data by topic. While other plugins like Lifecycle Events or Employee Document Management provide specialized extensions for onboarding or file storage, HR Case Management is the fundamental tool for day-to-day HR operations. It includes features like HR Services, Templates, and Assignment Rules, which allow HR teams to standardize service delivery and ensure consistent support across the organization.

NEW QUESTION: 54

If the HR Service does not have any Case options specified, HR Documents must be manually generated for the HR Case. In this situation, who is able to generate an HR document for the Case?

- A. Any HR professional
- B. Only an HR Admin
- C. Only an HR Manager
- D. Only the assigned to person

Answer: ([SHOW ANSWER](#))

Reference: https://community.servicenow.com/community?id=community_articleandsys_id=95ef3353db2b1700feb1a851ca961945

NEW QUESTION: 55

What kind of records do HR Requests create?

- A. HR Incidents
- B. HR Files
- C. HR Problems
- D. HR Cases

Answer: ([SHOW ANSWER](#))

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-record-producer.html>

NEW QUESTION: 56

Which of the following are examples of HR application scopes? (Choose four.)

- A. Human Resources: Service Portal
- B. Human Resources: Global
- C. Human Resources: COE
- D. Human Resources: Knowledge
- E. Human Resources: Lifecycle Events
- F. Human Resources: Integrations
- G. Human Resources: Core

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

The HR Profile table is used to track information for what Employment types?

Choose 3 answers

- A. Other
- B. Potential Employee
- C. Temporary Employee
- D. Contractor
- E. Spouse
- F. Full Time Employee

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

If an HR Document must be manually generated for an HR Case who is able to generate the document from the Case record?

- A. Only the Manager of the assignment group can generate the Document
- B. Only the assigned to person can manually generate Documents from a Case

- C. Only an HR Admin can generate Documents from a Case
- D. Any HR professional can generate the Document even if they are not assigned to the Case

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Which feature allows HR Administrators to define when surveys are sent?

- A. Listening Posts
- B. Assessments
- C. Survey Designer
- D. Trigger Conditions

Answer: D ([LEAVE A REPLY](#))

In the ServiceNow survey framework, Trigger Conditions are used to automate the distribution of surveys based on specific system events. This feature allows HR Administrators to define exactly when surveys are sent to employees—for example, immediately after an HR Case is closed or when a specific Lifecycle Event activity is completed. A trigger condition links a survey to a table (like `sn_hr_core_case`) and uses conditions (such as " State is Closed " AND " HR Service is Payroll Inquiry ") to determine eligibility. Administrators can also configure a " Repeat Interval " to prevent over-surveying the same employee, or a " Probability " setting to send the survey to only a random percentage of users. This ensures that feedback collection is timely, relevant, and automated, providing HR with real-time insights into service quality and employee sentiment.

NEW QUESTION: 60

Scenario: Alex is a member of the HR Tier 1 group which grants him the HR Basic [sn_hr_core basic] role.

He is going to be out of the office for a few days and wants to use granular delegation to allow his friend Amy to complete his tasks. Amy is not yet a member of any HR groups, but hopes to transfer into HR one day. Will granular delegation work for this purpose?

- A. Partially. Granular delegation will allow Amy access to the HR Tasks, but not to the HR Case itself.
- B. Yes. Granular delegation will automatically add Amy to the HR Tier 1 group where she will inherit the role.
- C. Yes. Granular delegation will automatically grant the necessary roles.
- D. No. Granular delegation does not change a delegate's access to records.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

What is the purpose of the Agent Workspace for HR Case Management?

- A. To provide HR agents a centralized view to manage HR cases
- B. Automatically resolves cases without agent intervention
- C. Allows agents the ability to resolve HR-related cases with non-HR cases
- D. Provides HR managers advanced analytics

Answer: ([SHOW ANSWER](#))

Comprehensive and Detailed Explanation: The Agent Workspace for HR Case Management is designed to provide a modern, multi-tabbed interface that offers HR agents a centralized view of all relevant information needed to resolve employee inquiries. Unlike the standard platform list view, Agent Workspace uses a layout that minimizes " context switching " by providing the agent with the HR Case details, the subject person ' s HR Profile, related cases, and Knowledge Base articles all within a single screen. This environment is optimized for high-volume work, allowing agents to handle multiple interactions simultaneously via a consistent, intuitive UI. It helps agents prioritize their work through personalized dashboards and " agent assist " features that proactively suggest solutions. While it includes reporting elements, its core purpose is operational efficiency and a better " fulfillment " experience, rather than high- level analytics (which is handled by Performance Analytics) or automated resolution.

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NEW QUESTION: 62

If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

- A.** HR Service and HR Template.
- B.** HR Service, HR Template, and Record Producer.
- C.** HR Service.
- D.** HR Service, HR Template, Record Producer, and Lifecycle event type.

Answer: ([SHOW ANSWER](#))

Reference: <https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/hr-service-delivery/hr-service-delivery-rns.html>

NEW QUESTION: 63

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

- A.** Article Versions related list
- B.** Knowledge feedback related list
- C.** Affected Products related list
- D.** Translated Versions related list

Answer: ([SHOW ANSWER](#))

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/c_118NKMInternational.html

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