Leads4Pass

CIS-ITSM^{Q&As}

Certified Implementation Specialist - IT Service Management

Pass ServiceNow CIS-ITSM Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.leads4pass.com/cis-itsm.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by ServiceNow Official Exam Center

Instant Download After Purchase
100% Money Back Guarantee
365 Days Free Update
800,000+ Satisfied Customers

QUESTION 1

An Inbound Action processes an email received by ServiceNow to create or update a record in ServiceNow.

A. True

B. False

Correct Answer: A

QUESTION 2

What is the purpose of "reassignment_count" field in incident table?

A. It stores the number of times the "Assigned to" value changed.

B. It stored the number of times the incident was reassigned to the caller.

C. It stores the number of times the "Assignment group" value changed.

D. It stored the number of times the incident was reopened by the caller.

Correct Answer: C

QUESTION 3

A developer needs to send Account records to an external system for backup purposes. The process must take a snapshot of Accounts as they are saved and then make a callout to a RESTful web service. The web service can only receive, at most, one record per call.

Which feature should be used to implement these requirements?

A. @future

B. Queueable

C. Process Builder

D. Workflow

Correct Answer: C

QUESTION 4

An environment has two Apex Triggers: an after-update trigger on Account and an after-update trigger on Contact. The Account after-update trigger fires whenever an Account\\'s address is updated, and it updates every associated Contact with that address. The Contact after-update trigger fires on every edit, and it updates every Campaign Member record related to the Contact with the Contact\\'s state.

Consider the following: A mass update of 200 Account records\\' addresses, where each Account has 50 Contacts. Each Contact has 1 Campaign Member. This means there are 10,000 Contact records across the Accounts and 10,000 Campaign Member records across the contacts.

What will happen when the mass update occurs?

A. The mass update will fail, since the two triggers fire in the same context, thus exceeding the number of records processed by DML statements.

B. There will be no error, since each trigger fires within its own context and each trigger does not exceed the limit of the number of records processed by DML statements.

C. There will be no error, since the limit on the number of records processed by DML statements is 50,000.

D. The mass update of Account address will succeed, but the Contact address updates will fail due to exceeding number of records processed by DML statements.

Correct Answer: B

QUESTION 5

A developer is asked to update data in an org based on new business rules. The new rules state that Accounts with the type set to "Customer" should have a status of "Active, " and Accounts with the type set to "Prospect" should have a status of "Pending. " No other changes to data should be made.

Which code block will accurately meet the business requirements?

```
A.
    Map<String, String> statusMap = new Map<String, String>{'Customer'=>'Active','Prospect'=>'Pending'}
    List<Account> accountUpdates = new List<Account>();
    for ( Account a : [SELECT Id, Type FROM Account]){
        if ( statusMap.containsKey(a.Type) ){
            a.Status = a.Type == 'Customer' ? 'Active' : 'Pending';
        }
        accountUpdates.add(a);
    }
    update accountUpdates;

B.
    Map<String, String> statusMap = new Map<String, String>{'Customer'=>'Active','Prospect'=>'Pending'}
    List<Account> accountUpdates = new List<Account>();
    for ( Account a : [SELECT Id, Type FROM Account WHERE Status IN :statusMap.keySet()]){
        a.Status = statusMap.get(a.Type);
        accountUpdates.add(a);
    }
    update accountUpdates;

C.
    List<Account> accountUpdates = new List<Account>();
    for ( Account a : [SELECT Id, Type FROM Account]){
        if ( String.isNotBlank(a.Type) && a.Type = 'Customer' ){
            a.Status = 'Active';
        }
        if ( String.isNotBlank(a.Type) && a.Type = 'Prospect' ){
            a.Status = 'Pending';
        }
        accountUpdates.add(a);
    }
    update accountUpdates;

D.
    List<Account> accountUpdates = new List<Account>();
    for ( Account a : [SELECT Id, Type FROM Account]){
        a.Status = a.Type = 'Customer' ? 'Active' : 'Pending';
        accountUpdates.add(a);
    }
    update accountUpdates;
```

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D