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ServiceNow SMC-AAE

Micro-Certification Agentic AI Executive (SMC-AAE)



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Latest Version: 6.0

Question: 1

What is the significance of the single data model in the ServiceNow platform?

- A. It limits data access to specific workflows.
- B. It unifies data, AI agents, and workflows for seamless integration.
- C. It replaces the need for external data platforms.
- D. It stores all enterprise data in ServiceNow.

Answer: B

Question: 2

In AI Agent Studio, what is the executive-level value of defining policies and guardrails?

- A. It eliminates the need for employee training
- B. It prevents agents from acting outside organizational compliance boundaries
- C. It speeds up code compilation
- D. It automatically reduces cloud infrastructure costs

Answer: D

Question: 3

Why should executives pay attention to Workflow Data Fabric when adopting ServiceNow AI Agents?

- A. It supplies the contextual data that agents need to act accurately across workflows
- B. It restricts data usage to a single department
- C. It eliminates the need for reporting and analytics
- D. It replaces all existing data governance structures

Answer: A

Question: 4

How does Workflow Data Fabric enhance AI Orchestrator outcomes?
(Select two)

- A. Provides context-rich data for orchestration decisions
- B. Enables agents to act across departments seamlessly
- C. Restricts orchestration to only IT workflows
- D. Requires manual escalation of every action

Answer: A,B

Question: 5

Which pitfall do executives risk if they implement ServiceNow AI without leveraging Workflow Data Fabric?

- A. Agents operate with limited or siloed data, leading to inaccurate actions
- B. Agents stop functioning entirely across all workflows
- C. Agents require more manual coding to operate
- D. Agents consume excessive cloud storage

Answer: A

Question: 6

What is the primary executive-level benefit of understanding AI types (narrow AI vs. general AI vs. agentic AI)?

- A. To reduce IT team headcount
- B. To automate all HR
- C. To match AI capabilities with business use cases and avoid unrealistic expectations tasks without oversight
- D. To eliminate the need for human decision-making

Answer: C

Question: 7

From an executive perspective, which two challenges must be addressed when adopting agentic AI? (Select two)

- A. Governance to ensure safe, compliant decisions
- B. Executive over-reliance on manual approval processes
- C. Training staff to interpret AI-driven recommendations
- D. Guaranteeing AI operates without any business oversight

Answer: A,C

Question: 8

Why is Workflow Data Fabric critical to AI Orchestrator?

- A. It removes the need for orchestration altogether
- B. It disables orchestration across multiple teams
- C. It limits orchestrator actions to a single data source
- D. It provides the context and real-time data needed to make orchestration decisions

Answer: D

Question: 9

How does Workflow Data Fabric improve decision-making at the executive level?

- A. By providing real-time, contextual insights across enterprise data sources
- B. By reducing the number of reports executives must read
- C. By automatically eliminating governance policies
- D. By focusing only on historic, static data

Answer: A

Question: 10

Which two differentiators make ServiceNow AI Agents stand out from generic enterprise bots?
(Select two)

- A. Contextual awareness through Workflow Data Fabric
- B. Dependence on external platforms for every task
- C. Exclusive focus on social media conversations
- D. Embedded automation aligned with ServiceNow workflows

Answer: A,D

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