ServiceNow

SMC-FD

ServiceNow Micro-Certification Flow Designer (SMC-FD)

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Question: 1

When a flow runs, the details of each step, including inputs and outputs, can be reviewed in the
_____ logs.

A. Execution
B. Upgrade
C. Error
D. Validation

Answer: A

Question: 2

What are two benefits of using subflows in Flow Designer?
(Select 2 correct answers)

A. Allow flows to execute independently without triggers
B. Increase reusability of automation steps
C. Simplify maintenance by centralizing common logic
D. Require scripting knowledge for every subflow

Answer: B,C

Question: 3

While working with Flow Designer, a developer saves multiple versions of a flow during testing. Which of
the following statements correctly describe how Flow Designer manages versions?
(Select 2 correct answers)

A. Each saved version is stored and can be reverted to if necessary
B. Only one version can ever exist at a time
C. Drafts are created for modifications until the flow is published
D. Older versions are automatically deleted after publishing a new version

Answer: A,C

Question: 4

Which two components are typically included when building a custom action in Flow Designer?
(Select 2 correct answers)

A. Triggers to start the action independently
B. Outputs for returning results to the flow
C. Inputs for passing data into the action
D. Script Includes as a mandatory requirement

Answer: B,C

Question: 5

An administrator wants a flow to create a new change request every Friday at 6 PM. Which type of trigger should be used?

A. Schedule trigger
B. Event trigger
C. Record trigger
D. Script trigger

Answer: A

Question: 6

A customer is transitioning from the legacy workflow editor to Flow Designer. The implementation partner highlights the advantages of the new tool.
Which two benefits are unique to Flow Designer that support modern automation practices?
(Select 2 correct answers)

A. IntegrationHub spokes that allow seamless extension to external systems
B. Strong reliance on server-side JavaScript for every flow step
C. Subflows that provide reusability and standardization across automations
D. Exclusive support for synchronous execution only

Answer: A,C

Question: 7

You created a flow that should only run when a new incident is created. However, the flow is also executing when existing incidents are updated. Which configuration should be corrected?

A. Use a subflow instead of a main flow
B. Add an IntegrationHub spoke
C. Publish the flow to restrict it to inserts
D. Change the trigger to run only on record insert

Answer: D

Question: 8

During a ServiceNow implementation, the project team is discussing why Flow Designer should be adopted as the primary tool for automation instead of relying on the legacy workflow editor.
Which of the following features highlight Flow Designer's strengths?
(Select 2 correct answers)

A. Provides natural language interface to design flows using simple phrases
B. Supports version control, enabling rollback to earlier flow versions
C. Includes Script Includes management as a built-in feature
D. Offers reusable actions that can be shared across multiple flows

Answer: B

Question: 9

When testing a flow in Flow Designer, which methods are commonly used to validate whether the flow runs as expected?
(Select 2 correct answers)

A. Using the "Test" button to run the flow with sample data
B. Reviewing execution details in the Flow Designer runtime logs
C. Manually reviewing Script Includes for updates
D. Checking ServiceNow upgrade history

Answer: A,B

Question: 10

Which two features make Flow Designer actions beneficial for automation development?
(Select 2 correct answers)

A. They are designed to replace ACL security rules
B. They can contain triggers that initiate independent execution
C. They can accept inputs and return outputs to flows and subflows
D. They allow developers to package logic into reusable building blocks

Answer: C,D

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