



# ServiceNow

## CIS-HR Exam

Certified Implementation Specialist-Human Resources

Exam Latest Version: 6.0

## DEMO Version

### Full Version Features:

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<https://www.directcertify.com/service-now/cis-hr>

### Question 1. (Multi Select)

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

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

**Correct Answer: C, A, F**

### Question 2. (Single Select)

In the base instance, what determines the conditions a Case must meet before it can be assigned to an agent?

- A: Matching Rules
- B: ACLs
- C: Escalation Rules
- D: Client Rules

**Correct Answer: A**

#### **Explanation:**

[https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t\\_CreateAnAssignmentRule.html](https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_CreateAnAssignmentRule.html)

### Question 3. (Single Select)

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

**Correct Answer: A**

**Explanation:**

[https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0550924](https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924)

#### Question 4. (Single Select)

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

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

**Correct Answer: C**

**Explanation:**

[https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

#### Question 5. (Single Select)

Which of the following are true for an HR application as it relates to the User [sys\_user] Table

and the HR Profile [sn\_hr\_core.profile] Table?

A: Both are required.

B: Only HR Profile table is required in HR.

C: Neither are required.

D: Only the User table is required in HR.

**Correct Answer: A**

**Explanation:**

[https://docs.servicenow.com/bundle/madrid-hr-service-delivery/page/product/human-resources/concept/c\\_CustomizedProfileInformation.html](https://docs.servicenow.com/bundle/madrid-hr-service-delivery/page/product/human-resources/concept/c_CustomizedProfileInformation.html)



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