# ServiceNow
## SMC-CDPC
## Micro-Certification Citizen Developer Process Creator

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## Product Version

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# Latest Version: 6.0

## Question: 1

What are some key steps in developing a process using Process Automation Designer?
(Select two)
Response:

A. Create stages and actions
B. Enable system logging
C. Define condition-based flows
D. Configure database indexing

**Answer: A,C**

## Question: 2

What are best practices for developing processes in Process Automation Designer?
(Select two)
Response:

A. Keep processes modular and reusable
B. Use hardcoded values for quick implementation
C. Align processes with business requirements
D. Avoid using conditional logic

**Answer: A,C**

## Question: 3

How can playbooks help ensure compliance in processes?
Response:

A. By automating server-side scripts
B. By enforcing standardized task sequences
C. By providing real-time data analytics
D. By reducing system logging

**Answer: B**

## Question: 4

Which use cases are commonly supported by Playbook capabilities?
(Select two)
Response:

A. HR Case Management
B. Data migration between instances
C. Customer Service Management
D. System performance tuning

**Answer: A,C**

## Question: 5

Which feature in Process Automation Designer allows conditional execution of actions?
Response:

A. Action Validator
B. Conditional Flow Control
C. Stage Completion Rule
D. Trigger Configuration

**Answer: B**

## Question: 6

What key capability does Process Automation Designer provide for managing complex processes?
Response:

A. Integration with third-party tools
B. Real-time data replication
C. Visualization of process stages and tasks
D. Automatic process execution without configuration

**Answer: C**

## Question: 7

While working on an activity in the Process Automation Designer, you are looking for its input variable values. Where are they located?
Response:

A. Configure Activity
B. Detail's tab
C. Stage header
D. Parent record

**Answer: A**

## Question: 8

What is the first step in developing a new process in Process Automation Designer?
Response:

A. Define the process name and description
B. Configure client scripts
C. Add a data resource
D. Schedule the process

**Answer: A**

## Question: 9

Which condition must be met for a playbook to transition to the next stage?
Response:

A. All tasks in the current stage must be completed
B. The system cache must be cleared
C. A new task must be created
D. An admin must approve the transition

**Answer: A**

## Question: 10

How can you monitor the progress of a process in Process Automation Designer?
Response:

A. Workflow Editor
B. Process Execution Tracker

C. Stage Timeline
D. System Log

**Answer: C**

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