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ServiceNow SMC-PE

Micro-Certification Playbooks Essentials (SMC-PE)



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Latest Version: 6.0

Question: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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: 7

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: 8

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: 9

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

Question: 10

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

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