

## Exam Questions CAD

Certified Application Developer-ServiceNow

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### NEW QUESTION 1

When designing and creating a form, what do you create to organize fields on a form?

- A. Related lists
- B. Tabs
- C. Sections
- D. Buttons

**Answer: C**

#### Explanation:

When designing and creating a form, you can create sections to organize fields on a form. Sections are containers that group related fields together and provide a label and a description for the group. You can use sections to improve the readability and usability of the form. You can also collapse or expand sections to show or hide the fields within them.

The other options are not valid ways to organize fields on a form. Related lists are not fields, but lists of records that are related to the current record on the form. Tabs are not part of the form, but part of the application menu that allows you to navigate between different modules. Buttons are not fields, but elements that perform actions on the form, such as saving, updating, or deleting the record.

References:

? [Form sections]

? [Related lists]

? [Application menus and modules]

? [Form buttons]

### NEW QUESTION 2

Why would you build a custom app?

- A. To fulfill is specific use case on internal processes.
- B. To avoid using a code repository like GiotHub or GitLab
- C. To create a custom integration for a 3rd party system
- D. To replace servieNow base tables

**Answer: A**

#### Explanation:

A possible reason to build a custom app is to fulfill a specific use case on internal processes. For example, you may want to digitize a manual process that is not covered by an existing ServiceNow solution, such as managing inventory, tracking expenses, or scheduling events. Building a custom app on the Now Platform can help you automate workflows, improve data quality, and provide better user experiences. The other options are not valid reasons to build a custom app. To avoid using a code repository like GitHub or GitLab is not a reason to build a custom app, as you can still use source control integration with your custom app development. To create a custom integration for a 3rd party system is not a reason to build a custom app, as you can use integration tools such as IntegrationHub or REST APIs to connect with external systems without creating an app. To replace ServiceNow base tables is not a reason to build a custom app, as it is not recommended to modify or delete base tables that are essential for ServiceNow functionality. Reference: Build Custom Apps in ServiceNow – eBook

### NEW QUESTION 3

Access Control debug information identification whether each element of an Access Control granted of denied access. The elements of an Access Control evaluated?

- A. Conditions, Script, Roles
- B. Script, Conditions, Roles
- C. Conditions, Roles, Script
- D. Roles, Conditions, Script

**Answer: C**

#### Explanation:

The elements of an Access Control are evaluated in the following order: Conditions, Roles, Script. The Conditions are a set of criteria that must be met for the Access Control to apply. The Roles are a list of user roles that are required to access the object. The Script is an optional script that can further restrict or allow access based on custom logic. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Reference: Access control rules

### NEW QUESTION 4

When creating a table in a privately-scoped application, which four Access Controls are created for the table?

- A. Insert, Delete, Query, Write
- B. Create, Delete, Read, Write
- C. Create, Delete, Read, Update
- D. Insert, Delete, Query, Update

**Answer: B**

#### Explanation:

When creating a table in a privately-scoped application, four Access Controls are automatically created for the table. These Access Controls define the permissions for the four basic operations on the table: Create, Delete, Read, and Write. The Create operation allows the user to create new records on the table. The Delete operation allows the user to delete existing records on the table. The Read operation allows the user to view the records on the table. The Write operation allows the user to modify the records on the table. By default, these Access Controls grant access to the admin role and the application scope. You can modify or delete these Access Controls as needed.

The other options are not valid Access Controls for a table. Insert, Query, and Update are not operations, but methods of the GlideRecord class that are used to manipulate records on the server-side. They are not part of the Access Control rules.

References:

- ? [Access Control rules]
- ? Create a table in a scoped application
- ? [GlideRecord methods]

#### NEW QUESTION 5

Which of the following GlideRecord methods run a query against a database table? Choose 3 answers

- A. -query( )
- B. runQuery()
- C. query()
- D. -get()
- E. get()

**Answer:** ACE

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev\\_portal/API\\_reference/GlideQuery/concept/GlideQueryGlobalAPI.html#GlideQueryAPI](https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/GlideQuery/concept/GlideQueryGlobalAPI.html#GlideQueryAPI)  
[https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev\\_portal/API\\_reference/glideRecordScoped/concept/c\\_GlideRecordScopedAPI.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/glideRecordScoped/concept/c_GlideRecordScopedAPI.html)

#### NEW QUESTION 6

One of the uses of the ServiceNow REST API Explorer is:

- A. Practice using REST to interact with public data providers
- B. Find resources on the web for learning about REST
- C. Convert SOAP Message functions to REST methods
- D. Create sample code for sending REST requests to ServiceNow

**Answer:** D

#### Explanation:

One of the uses of the ServiceNow REST API Explorer is to create sample code for sending REST requests to ServiceNow. The REST API Explorer is a tool that allows you to discover and test the ServiceNow REST APIs. You can select an API endpoint, set the HTTP method, parameters, headers, and body, and then execute the request. The REST API Explorer will show you the response status, headers, and body, as well as generate sample code for various languages and frameworks, such as cURL, Java, JavaScript, Node.js, Python, Ruby, and more. References: [Use the REST API Explorer - Product Documentation: Tokyo - ServiceNow], [Introduction to Scripted REST APIs - ServiceNow Developers]  
Reference: [https://developer.servicenow.com/dev.do#!/learn/courses/newyork/app\\_store\\_learnv2\\_rest\\_newyork\\_rest\\_integrations/app\\_store\\_learnv2\\_rest\\_newyork\\_inbound\\_rest\\_integrations/app\\_store\\_learnv2\\_rest\\_newyork\\_introduction\\_to\\_the\\_rest\\_api\\_explorer](https://developer.servicenow.com/dev.do#!/learn/courses/newyork/app_store_learnv2_rest_newyork_rest_integrations/app_store_learnv2_rest_newyork_inbound_rest_integrations/app_store_learnv2_rest_newyork_introduction_to_the_rest_api_explorer)

#### NEW QUESTION 7

Which one of the following is true for a table with the "Allow configuration" Application Access option selected?

- A. Only the in scope application's scripts can create Business Rules for the table
- B. Any user with the application's user role can modify the application's scripts
- C. Out of scope applications can create Business Rules for the table
- D. Out of scope applications can add new tables to the scoped application

**Answer:** C

#### Explanation:

The Allow configuration Application Access option determines whether users can configure the application tables, such as adding or modifying fields, views, or indexes. The following is true for a table with the Allow configuration option selected:  
? Out of scope applications can create Business Rules for the table. This is true because the Allow configuration option grants access to the table configuration to any user who has the admin or personalize\_dictionary role, regardless of the application scope. This means that users can create Business Rules, which are server-side scripts that run when a record is displayed, inserted, updated, or deleted, for the table from any application.  
The following are not true for a table with the Allow configuration option selected:  
? Only the in scope application's scripts can create Business Rules for the table.  
This is false because the Allow configuration option does not restrict the creation of Business Rules to the in scope application, as explained above.  
? Any user with the application's user role can modify the application's scripts. This is false because the Allow configuration option does not grant access to the application scripts, such as client scripts or script includes, to any user who has the application's user role. To modify the application scripts, users need to have the admin role or the application's admin role.  
? Out of scope applications can add new tables to the scoped application. This is false because the Allow configuration option does not allow out of scope applications to add new tables to the scoped application. To add new tables to a scoped application, users need to have the admin role or the application's admin role and be in the application scope. References: Application Access, Business Rules  
Reference: [https://community.servicenow.com/community?id=community\\_QUESTION\\_NO:&sys\\_id=1a721819dbfa23409a64e15b8a9619d2](https://community.servicenow.com/community?id=community_QUESTION_NO:&sys_id=1a721819dbfa23409a64e15b8a9619d2)

#### NEW QUESTION 8

When a ServiceNow instance requests information from a web service, ServiceNow is the web service:

- A. Publisher
- B. Specialist
- C. Provider
- D. Consumer

**Answer:** D

#### Explanation:

When a ServiceNow instance requests information from a web service, ServiceNow is the web service consumer. A web service consumer is an application that sends requests to a web service provider and receives responses from it. A web service provider is an application that exposes its functionality as web services. A web service publisher is a person or organization that publishes web services for others to use. A web service specialist is a person who has expertise in developing or using web services. Reference: Web services

Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/web-services/reference/r\\_AvailableWebServices.html](https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/web-services/reference/r_AvailableWebServices.html)

#### NEW QUESTION 9

What records are used to track cross-scope applications or scripts that request access to an application, application resource, or event?

- A. Restricted caller access records
- B. Caller tracking records
- C. Access control level records
- D. Cross-scope access records

**Answer:** A

#### Explanation:

"Restricted caller access [sys\_restricted\_caller\_access] records track cross-scope applications or scripts that request access to an application, application resource, or event in the Now Platform." <<== this is the third sentence down in the following link: <https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/restricted-caller-access-privilege.html>

#### NEW QUESTION 10

When writing a Client Script to provide feedback targeted at a specific field, which method should be used?

- A. g\_form.showInfoMessage()
- B. g\_form.showFieldMsg()
- C. g\_form.addInfoMessage()
- D. g\_form.addFieldMsg()

**Answer:** B

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-application-development/page/script/useful-scripts/reference/r\\_DisplayFieldMessages.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/useful-scripts/reference/r_DisplayFieldMessages.html)

#### NEW QUESTION 10

What are Application Files in a ServiceNow application?

- A. An XML export of an application's table records
- B. ServiceNow artifacts comprising an application
- C. XML exports of an application's Update Set
- D. CSV files containing data imported into an application

**Answer:** B

#### Explanation:

Application Files are ServiceNow artifacts comprising an application. An application is a group of files and data that work together to provide a service or functionality. An application file is a specific type of file that belongs to an application, such as a table, a script, a form, a business rule, a UI action, etc. Application files define the structure, logic, and interface of the application. An XML export of an application's table records, XML exports of an application's Update Set, and CSV files containing data imported into an application are not examples of application files, as they are data formats that can be used to transfer or store information related to an application, but not the application itself. Reference: Application Files

#### NEW QUESTION 14

From the list below, identify one reason an application might NOT be a good fit with ServiceNow.

The application:

- A. Needs workflow to manage processes
- B. Requires "as-is" use of low-level programming libraries
- C. Requires reporting capabilities
- D. Uses forms extensively to interact with data

**Answer:** B

#### Explanation:

From the list below, the following is a reason an application might not be a good fit with ServiceNow:

? Requires "as-is" use of low-level programming libraries. This is the correct answer

because ServiceNow is a high-level platform that abstracts away the low-level details of the underlying infrastructure and technology stack. ServiceNow provides a rich set of APIs, tools, and features that allow users to develop applications without coding or with minimal coding. However, ServiceNow does not support the direct

#### NEW QUESTION 16

Which one of the following is true?

- A. A UI Policy's Actions execute before the UI Policy's Scripts
- B. The execution order for a UI Policy's Scripts and Actions is determined at runtime
- C. A UI Policy's Scripts execute before the UI Policy's Actions
- D. A UI Policy's Actions and Scripts execute at the same time

**Answer:**

A

**Explanation:**

Created UI policy on incident form, action set's cmdb\_ci field as mandatory and script as not. result, field was not mandatory.

A UI Policy's Actions execute before the UI Policy's Scripts. Actions are predefined operations that can be applied to fields or sections, such as making them mandatory, read- only, visible, or setting a default value. Scripts are custom JavaScript code that can be used to perform more complex logic or validations.

Actions are executed first, and then Scripts are executed if the UI Policy conditions are met. References: [ServiceNow Docs - UI policy actions], [ServiceNow Docs - UI policy scripts]

**NEW QUESTION 20**

Which one of the following is true for a Script Include with a Protection Policy value of Protected?

- A. Any user with the protected\_edit role can see and edit the Script Include
- B. The Protection policy option can only be enabled by a user with the admin role
- C. The Protection Policy is applied only if the glide.app.apply\_protection system property value is true
- D. The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store

**Answer: D****Explanation:**

[https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c\\_ScriptProtectionPolicy.html](https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ScriptProtectionPolicy.html)

The following is true for a Script Include with a Protection Policy value of Protected:

? The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store. This is true because the Protection Policy is a feature that allows developers to protect their Script Includes from being viewed or modified by other users when they distribute their applications through the ServiceNow App Store. The Protection Policy is only enforced when the application is installed from the App Store, not when it is developed or tested on the instance.

The following are not true for a Script Include with a Protection Policy value of Protected:

? Any user with the protected\_edit role can see and edit the Script Include. This is false because the protected\_edit role is not related to the Protection Policy, but to the Access Control (ACL) rules. The protected\_edit role allows users to edit protected fields on a table, such as the script field on the sys\_script table, which stores the Business Rules. The Protection Policy does not use roles to control access to the Script Includes, but a cryptographic key that is generated when the application is published to the App Store.

? The Protection policy option can only be enabled by a user with the admin role.

This is false because the Protection policy option can be enabled by any user who has the application\_admin role for the scoped application that contains the Script Include. The application\_admin role grants full access to the application development and administration within the scope of the application.

? The Protection Policy is applied only if the glide.app.apply\_protection system property value is true. This is false because the glide.app.apply\_protection system property is not related to the Protection Policy, but to the Application Restricted Caller Access (ARCA) feature. The ARCA feature allows developers to restrict the access to the Script Includes from other applications based on the caller's scope. The glide.app.apply\_protection system property determines whether the ARCA feature is enabled or disabled on the instance. References: Script Includes, Protect Script Includes, Application Restricted Caller Access

**NEW QUESTION 22**

Which one of the following is true for the Application Picker?

- A. All custom application scope and the Global scope appear in the Application Picker
- B. All applications in ServiceNow, including baseline applications like Incident, appear in the Application Picker
- C. Only custom applications appear in the Application Picker
- D. Only downloaded applications appear in the Application Picker

**Answer: A****Explanation:**

[https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t\\_SelectAnAppFromTheAppPicker.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_SelectAnAppFromTheAppPicker.html)

**NEW QUESTION 25**

Which Report Type(s) can be created by right-clicking on a column header in a table's list?

- A. Bar Chart, Pie Chart, Histogram, and Line
- B. Bar Chart
- C. Bar Chart, Pie Chart, and Histogram
- D. Bar Chart and Pie Chart

**Answer: D****Explanation:**

The Bar Chart and Pie Chart report types can be created by right-clicking on a column header in a table's list. These report types show how individual pieces of data relate to the whole using proportional bars or slices. You can also choose different aggregation methods such as count, sum, average, min, max, or percent. Reference: [Create reports from lists]

**NEW QUESTION 28**

Which of the following is NOT a caller access field option?

- A. Caller Tracking
- B. Caller Restriction
- C. None
- D. Caller Permission

**Answer: D****Explanation:**

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/set-RCA-level.html>

### NEW QUESTION 29

You are developing the MyApp application that has a table, Table A. When the MyApp application is installed on an instance, you want Table A's records to be installed as part of the application.

Table A's records will be installed when:

- A. Table A is active and extends the Task table
- B. Table A's records are added to the application record using the Create Application Files context menu item
- C. Table A has an automatic number counter for new records
- D. Table A is not included in the System Clone > Exclude Tables list

**Answer: B**

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t\\_IncludeApplicationData.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_IncludeApplicationData.html)

### NEW QUESTION 30

What are the ways to designate data tables when Guided Application Creator (GAC)?

Choose 3 answers

- A. Upload an existing PDF
- B. Create a new table on the platform
- C. Use an existing table on the platform
- D. Upload an existing spreadsheet
- E. Upload an existing word processing document.
- F. Use a freeform database

**Answer: ABD**

#### Explanation:

The Guided Application Creator (GAC) is a tool that helps you create applications on the ServiceNow platform by guiding you through the steps of defining the data model, user interface, and logic. When using the GAC, you can designate data tables in three ways:

? Upload an existing PDF: You can upload a PDF file that contains the table schema and sample data. The GAC will parse the PDF and create the table and fields based on the file content.

? Create a new table on the platform: You can create a new table on the platform by specifying the table name, label, and description. You can also add fields, indexes, and relationships to the table using the GAC.

? Upload an existing spreadsheet: You can upload a spreadsheet file that contains the table schema and sample data. The GAC will parse the spreadsheet and create the table and fields based on the file content.

The other options are not valid ways to designate data tables when using the GAC. You cannot upload an existing word processing document or use a freeform database. You can use an existing table on the platform, but you cannot designate it as a data table. You can only use it as a reference table for lookup fields.

References:

- ? Guided Application Creator
- ? Create a table from a PDF or spreadsheet
- ? Create a table from scratch

### NEW QUESTION 35

In a Business Rule, which one of the following returns the sys\_id of the currently logged in user?

- A. g\_form getUserID()
- B. g\_form getUserSysy
- C. gs.getUserSysID()
- D. gs.getUserID()

**Answer: D**

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev\\_portal/API\\_reference/glideSystemScoped/concept/c\\_GlideSystemScopedAPI.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/glideSystemScoped/concept/c_GlideSystemScopedAPI.html)

### NEW QUESTION 36

Which of the following statements must evaluate to true for a user to pass an Access Control?

Choose 3 answers

- A. Other matching Access Controls for the records evaluate to true.
- B. Conditions configured in the Access Control must evaluate to true.
- C. The user must be granted access through a business rule.
- D. The user has one of the roles specified in the Required roles related list.
- E. Scripts configured in the Access Control must evaluate to true.

**Answer: BDE**

#### Explanation:

The statements that must evaluate to true for a user to pass an Access Control are:

- ? Conditions configured in the Access Control must evaluate to true.
- ? The user has one of the roles specified in the Required roles related list.
- ? Scripts configured in the Access Control must evaluate to true.

An Access Control is a rule that determines whether a user can access a particular object or operation in ServiceNow. An Access Control consists of three elements: Conditions, Roles, and Script. Each element specifies a requirement that the user must meet to access the object or operation. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Therefore, for a user to pass an Access Control, all three elements must evaluate to true.

The other statements are not required for a user to pass an Access Control. Other matching Access Controls for the records do not need to evaluate to true, as

only one matching Access Control needs to return true for access to be granted. The user does not need to be granted access through a business rule, as business rules are not part of Access Controls and do not affect their evaluation. Reference: Access control rules, Access Controls

**NEW QUESTION 40**

Identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can grant non-admin users the ability to develop global applications.
- B. Administrators can specify which application file types the developer can access.
- C. Administrators can grant the developer access to script fields.
- D. Administrators can grant the developer access to security records.

**Answer:** A

**Explanation:**

Administrators can grant non-admin users the ability to develop global applications. Delegated Development is for the scoped applications only

Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/concept/c\\_DelegatedDevelopment.html](https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/concept/c_DelegatedDevelopment.html)

The incorrect statement about Delegated Development in ServiceNow is that administrators can grant non-admin users the ability to develop global applications. Delegated Development allows administrators to grant non-admin users the ability to develop scoped applications, not global applications. Global applications are accessible by all other applications and do not have a namespace prefix. Scoped applications are isolated from other applications and have a unique namespace identifier. Delegated Development provides more granular control over the developer permissions, application resources, and data access. References: [Advantages of Scoped Applications in ServiceNow], [Product Documentation | ServiceNow]

**NEW QUESTION 42**

Which method is used to retrieve Application Property values in a script?

- A. gs.getProperty()
- B. g\_form.getAppProperty()
- C. g\_form.getProperty()
- D. gs.getAppProperty()

**Answer:** A

**Explanation:**

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new\\_to\\_servicenow/app\\_store\\_learnv2\\_automatingapps\\_tokyo\\_use\\_application\\_properties](https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_use_application_properties)

**NEW QUESTION 47**

Which of the following features are available to Global applications? (Choose two.)

- A. Automated Test Framework
- B. Source Control
- C. Delegated Development
- D. Flow Designer

**Answer:** AD

**Explanation:**

Global applications can use Automated Test Framework and Flow Designer features, but not Source Control and Delegated Development features. Source Control and Delegated Development features are only available to scoped applications. References: [Global vs Scoped Applications], [Delegated Development]

**NEW QUESTION 50**

Which one of the following is NOT a UI Action type?

- A. List choice
- B. Form button
- C. List banner button
- D. Form choice

**Answer:** D

**Explanation:**

A UI Action is a button, link, or choice that can be clicked by a user to perform an action, such as submitting a form or running a script. The following are UI Action types:

? List choice. This is a UI Action that appears as a choice list on a list of records. It can be used to perform an action on multiple records at once, such as deleting or updating them.

? Form button. This is a UI Action that appears as a button on a form. It can be used to perform an action on the current record, such as saving or approving it.

? List banner button. This is a UI Action that appears as a button on the banner of a list of records. It can be used to perform an action on the entire list, such as exporting or printing it.

The following is not a UI Action type:

? Form choice. This is not a UI Action type, but a field type. A form choice is a field that displays a choice list on a form. It can be used to select a value from a predefined set of options, such as priority or state. References: UI Actions, Field Types

Reference: [https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/list-administration/task/t\\_EditingAUIAction.html](https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/list-administration/task/t_EditingAUIAction.html)

**NEW QUESTION 55**

Which of the following are configured in an Email Notification?

- a) Who will receive the notification.
- b) What content will be in the notification.
- c) When to send the notification.
- d) How to send the notification.

**Answer:** a, b and c

- B. a, b, and d
- C. b, c and d
- D. a, c and d

**Answer:** A

**Explanation:**

[https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t\\_CreateANotification.html](https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t_CreateANotification.html)

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0712569](https://hi.service-now.com/kb_view.do?sysparm_article=KB0712569)

An Email Notification is a record that defines the content and conditions for sending an email message from the ServiceNow platform. The following are configured in an Email Notification:

Who will receive the notification. This is specified by the Recipients related list, which can include users, groups, email addresses, or scripts that return email addresses.

What content will be in the notification. This is specified by the Subject and Message HTML fields, which can include variables, scripts, or templates to dynamically generate the email content.

When to send the notification. This is specified by the When to send tab, which defines the conditions and events that trigger the email notification.

The following is not configured in an Email Notification:

How to send the notification. This is not a configuration option for an Email Notification. The platform uses the SMTP protocol to send email messages, and the email properties control the email server settings and behavior. References: Email Notifications, Get Started with Notifications

**NEW QUESTION 60**

Which one of the following is the baseline behavior of a table in a privately-scoped application?

- A. The table and its data are not accessible using web services
- B. Any Business Rule can read, write, delete, and update from the table
- C. Only artifacts in the table's application can read from the table
- D. All application scopes can read from the table

**Answer:** D

**Explanation:**

[https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c\\_DefaultDesignAccessPermissions.html](https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_DefaultDesignAccessPermissions.html) The baseline behavior of a table in a privately-scoped application is that all application scopes can read from the table. A privately-scoped application is an application that restricts write access to its tables and resources to scripts within the same scope. However, read access is allowed by default for all scopes, unless the administrator explicitly denies it using an Access Control rule. This allows for data sharing between different applications while maintaining data integrity and security. References: [Product Documentation | ServiceNow], [Advantages of Scoped Applications in ServiceNow]

**NEW QUESTION 64**

Which of the following methods prints a message on a blue background to the top of the current form by default?

- A. `g_form.addInfoMsg()`
- B. `g_form.addInfoMessage()`
- C. `g_form.showFieldMessage()`
- D. `g_form.showFieldMsg()`

**Answer:** B

**Explanation:**

From: [https://docs.servicenow.com/bundle/paris-application-development/page/script/general-scripting/reference/r\\_ScriptingAlertInfoAndErrorMsgs.html](https://docs.servicenow.com/bundle/paris-application-development/page/script/general-scripting/reference/r_ScriptingAlertInfoAndErrorMsgs.html)

`g_form.showFieldMsg("field_name", "Hello World", "error");` Puts "Hello World" in an error message **below the specified field**. `g_form.addInfoMessage()` or `g_form.addErrorMessage()` place a blue box message at the top of the screen. Pg 126 of the CAD handbook

The method that prints a message on a blue background to the top of the current form by default is `g_form.addInfoMessage()`. The `g_form` object is a global object that provides access to form fields and UI elements on a form. The `addInfoMessage()` method is a method of the `g_form` object that displays an informational message next to the form header. The message has a blue background color by default, unless it is overridden by a CSS style. The `addInfoMessage()` method takes one argument, which is the message text to display. References: [ServiceNow Docs - GlideForm (`g_form`) API], [ServiceNow Docs - `g_form.addInfoMessage()`]

**NEW QUESTION 69**

Which one of the following is true for `GlideUser (g_user)` methods?

- A. Can be used in Client Scripts and UI Policies only
- B. Can be used in Business Rules only
- C. Can be used in Client Scripts, UI Policies, and UI Actions
- D. Can be used in Business Rules, and Scripts Includes

**Answer:** C

**Explanation:**

The following is true for `GlideUser (g_user)` methods:

? Can be used in Client Scripts, UI Policies, and UI Actions. This is true because `GlideUser (g_user)` methods are part of the client-side scripting APIs that provide information about the current user and the user's preferences. Client Scripts, UI Policies, and UI Actions are all types of client-side scripts that run in the web browser and manipulate the user interface.

The following are not true for `GlideUser (g_user)` methods:

? Can be used in Client Scripts and UI Policies only. This is false because `GlideUser (g_user)` methods can also be used in UI Actions, which are another type of client-side scripts that can be triggered by a user's click on a button, link, or choice.

? Can be used in Business Rules only. This is false because `GlideUser (g_user)` methods cannot be used in Business Rules, which are server-side scripts that run on the ServiceNow platform and manipulate the database. Business Rules use a different API to access the current user information, which is `GlideSystem (gs)`.

? Can be used in Business Rules, and Scripts Includes. This is false because `GlideUser (g_user)` methods cannot be used in Business Rules or Script Includes, which are both server-side scripts. Script Includes are reusable units of code that can be called from any server-side script. Script Includes also use `GlideSystem (gs)` to access the current user information. References: Client-Side Scripting APIs, `GlideUser`, Business Rules, Script Includes

Reference: [https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c\\_GlideUserAPI](https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c_GlideUserAPI)

#### NEW QUESTION 74

In a Business Rule, which one of the following returns true if the currently logged in user has the admin role?

- A. `g_form.hasRoleExactly('admin')`
- B. `gs.hasRole('admin')`
- C. `g_form.hasRole('admin')`
- D. `gs.hasRoleExactly('admin')`

**Answer: B**

#### Explanation:

Business Rule is server-side, so it uses GlideSystem API. `gs.hasRoleExactly` doesn't exist

In a Business Rule, the following returns true if the currently logged in user has the admin role:

? `gs.hasRole('admin')`. This is the correct answer because `gs` is the GlideSystem object, which provides methods for performing system operations, and `hasRole` is a method that checks if the current user has the specified role. For example, `gs.hasRole('admin')` will return true if the current user has the admin role, and false otherwise.

The following do not return true if the currently logged in user has the admin role in a Business Rule:

? `g_form.hasRoleExactly('admin')`. This is not correct because `g_form` is the

GlideForm object, which provides methods for manipulating forms, and `hasRoleExactly` is a method that checks if the current user has exactly the specified role and no other roles. For example, `g_form.hasRoleExactly('admin')` will return true if the current user has only the admin role, and false if the current user has the admin role and any other role.

? `g_form.hasRole('admin')`. This is not correct because `g_form` is the GlideForm

object, which provides methods for manipulating forms, and `hasRole` is a method

that checks if the current user has the specified role or any role that contains the specified role. For example, `g_form.hasRole('admin')` will return true if the current user has the admin role or any role that contains the admin role, such as `admin_ui` or `admin_script`.

? `gs.hasRoleExactly('admin')`. This is not correct because `gs` is the GlideSystem

object, which provides methods for performing system operations, and `hasRoleExactly` is not a valid method of the `gs` object. There is no method that checks if the current user has exactly the specified role and no other roles in the `gs` object. References: Business Rules, GlideSystem, GlideForm

#### NEW QUESTION 76

What is a Module?

- A. The functionality within an application menu such as opening a page in the content frame or a separate tab or window
- B. A group of menus, or pages, providing related information and functionality to end-users
- C. A way of helping users quickly access information and services by filtering the items in the Application Navigator
- D. A web-based way of providing software to end-users

**Answer: A**

#### Explanation:

[https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t\\_CreateAModule.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAModule.html)

A module is the functionality within an application menu such as opening a page in the content frame or a separate tab or window. For example, Open is a module under the Problem application menu that opens a list of problem records. Modules are the second level navigation options for applications. Reference: Modules | ServiceNow Tutorials

#### NEW QUESTION 78

Which one of the following is true regarding Application Scope?

- A. All applications are automatically part of the Global scope
- B. Applications downloaded from 3rd party ServiceNow application developers cannot have naming conflicts
- C. Any developer can edit any application
- D. Developers can choose the prefix for a scope's namespace

**Answer: B**

#### Explanation:

[https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c\\_ApplicationScope.html](https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ApplicationScope.html)

The correct statement regarding Application Scope is that applications downloaded from 3rd party ServiceNow application developers cannot have naming conflicts. Application Scope is a feature that identifies and isolates applications and their related artifacts from other applications. Each scoped application has a unique namespace identifier that consists of a prefix and a scope name. This prevents cross-application name collisions and ensures that only authorized scripts can access or modify data in a scoped application. References: [Product Documentation | ServiceNow], [How To Create a Scoped App in ServiceNow - YouTube]

#### NEW QUESTION 80

Which of the following statements is true for the Form Designer?

- a) To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form.
- b) To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field.
- c) To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button.
- d) To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form.

- A. a, b, c, and d
- B. b, c, and d
- C. a, b, and d
- D. a, b, and c

**Answer: D**

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c\\_FormDesign.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c_FormDesign.html)

The Form Designer is a graphical interface for creating and customizing forms. The following statements are true for the Form Designer:

- ? To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form. This will add the field to the form view without changing the table definition.
- ? To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field. This will create a new column on the table and add the field to the form view.
- ? To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button. This will remove the field from the form view but not from the table definition.

The following statement is false for the Form Designer:

- ? To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form. This is incorrect because sections are not available in the Field Types tab. To add a section, click the Add Section button on the toolbar or right-click on the form and select Add Section. References: Introduction to App Engine Studio for Developers, ServiceNow Studio Overview, Form Designer

#### NEW QUESTION 84

How must Application Access be configured to prevent all other private application scopes from creating configuration records on an application's data tables?

- A. You must create Access Controls to prevent all other application scopes from creating configuration records on an application's data tables rather than using Application Access
- B. Set the Accessible from field value to All application scopes and de-select the Can create option
- C. Set the Accessible from field value to This application scope only and de-select the Allow access to this table via web services option
- D. Set the Accessible from field value to This application scope only

**Answer: D**

#### Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. By setting the Accessible from field value to This application scope only, you can restrict the access to your data tables to only your application scope. This means that other application scopes cannot create, read, write, or delete records on your data tables, unless they have explicit permissions through Access Controls or other means.

References:

? Application Access

? [Application scope]

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new\\_to\\_servicenow/app\\_store\\_learnv2\\_securingapps\\_rome\\_application\\_access](https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_securingapps_rome_application_access)

[https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c\\_ExampleDenyingAllDesignAccess.html](https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ExampleDenyingAllDesignAccess.html)

#### NEW QUESTION 87

Which one of the following is part of the client-side scripting API?

- A. workflow.scratchpad
- B. GlideUser object (g\_user)
- C. current and previous objects
- D. GlideSystem object (gs)

**Answer: B**

#### Explanation:

<https://developer.servicenow.com/dev.do#!/reference/api/rome/client> The GlideUser object (g\_user) is part of the client-side scripting API that provides information about the current user and the user's preferences. It can be used in Client

Scripts and UI Policies to customize the user interface based on the user's role, language, time zone, etc. The workflow.scratchpad object is only available in Workflow scripts, which are used to automate processes on the platform. The current and previous objects are only available in server-side scripts, such as Business Rules and Script Includes. The GlideSystem object (gs) is also a server-side object that provides methods for logging, debugging, date and time calculations, etc.

References:

? [GlideUser object (g\_user)]

? [Workflow scripts]

? [Business Rules]

? Script Includes

? [GlideSystem object (gs)]

#### NEW QUESTION 89

Which of the following are true for reports in ServiceNow? (Choose three.)

- A. Any user can see any report shared with them.
- B. Can be a graphical representation of data.
- C. All users can generate reports on any table.
- D. Can be run on demand by authorized users.
- E. Can be scheduled to be run and distributed by email.

**Answer: BDE**

#### Explanation:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/task/schedule-report.html> Generate and distribute scheduled reports via email.

A report is a graphical representation of data from one or more tables in ServiceNow. The following are true for reports in ServiceNow:

- ? Can be a graphical representation of data. This is true because reports can use various chart types, such as pie, bar, line, or gauge, to visualize data in a meaningful way.
- ? Can be run on demand by authorized users. This is true because reports can be accessed from the Reports menu or the Report Navigator and run by users who have the appropriate roles and permissions to view the data.
- ? Can be scheduled to be run and distributed by email. This is true because reports can be configured to run at a specific time and frequency and send the results to one or more email recipients.

The following are not true for reports in ServiceNow:

? Any user can see any report shared with them. This is false because users can only see reports that are shared with them if they also have access to the data source of the report. For example, a user who does not have the itil role cannot see a report based on the incident table, even if the report is shared with them.  
? All users can generate reports on any table. This is false because users can only generate reports on tables that they have access to and that are enabled for reporting. For example, a user who does not have the admin role cannot generate reports on the sys\_user table, which is the table for user records. References: Reports, Report Security

#### NEW QUESTION 91

Identify the way(s) an application can respond to an Event generated by the gs.eventQueue() method.

- a) Script Action
- b) Scheduled Script Execution (Scheduled Job)
- c) UI Policy
- d) Email Notification

- A. b and c
- B. c
- C. a and d
- D. a and c

**Answer: C**

#### Explanation:

"There are two possible ways to respond to events:

- Email Notification
- Script Action" - see this quote in link below: [https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new\\_to\\_servicenow/app\\_store\\_learnv2\\_automatingapps\\_tokyo\\_responding\\_to\\_events](https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_responding_to_events)

#### NEW QUESTION 94

Which of the following objects does a Display Business Rule NOT have access to?

- A. previous
- B. GlideSystem
- C. g\_scratchpad
- D. current

**Answer: A**

#### Explanation:

A Display Business Rule has access to the current, g\_scratchpad, and GlideSystem objects, but not the previous object. The previous object is only available to Before Business Rules4. References: Business Rule API [https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c\\_BusinessRules.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html)

#### NEW QUESTION 99

Which one of the following is a benefit of creating an Application Properties page for each application you develop?

- A. An Application Properties page is a good landing page for an application
- B. Application Properties allow a developer to override the application properties inherited from ServiceNow
- C. Application users know to go to the Application Properties page to change the appearance of an application
- D. Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts

**Answer: D**

#### Explanation:

A benefit of creating an Application Properties page for each application you develop is that Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts. Application Properties are system properties that store configuration information for a specific application. They can be used to control various aspects of the application, such as feature flags, default values, thresholds, or URLs. By creating an Application Properties page, you can group and display all the properties related to your application in one place and make them easy to access and update. This way, you can avoid hard-coding static data in your application code and make your application more flexible and maintainable. Reference: Working with System Properties, Organizing your ServiceNow System Properties

#### NEW QUESTION 104

When configuring an Access Control which has no condition or script, which one of the following statements is NOT true?

- A. table.\* will grant access to every field in a record
- B. table.None will grant access to every record on the table
- C. table.field will grant access to a specific field in a record
- D. table.id will grant access to a specific record on the table

**Answer: D**

#### Explanation:

Access Controls are rules that define who can access what data and how they can access it. When configuring an Access Control, you can specify the table, operation, and role for the rule. You can also add a condition or a script to further refine the rule. If you do not add a condition or a script, the rule will apply to all records and fields on the table.

The statements A, B, and C are true for Access Controls that have no condition or script. For example:

- ? table.\* will grant access to every field in a record. This means that the user can view and edit all the fields on the record, regardless of their role or any other criteria.
- ? table.None will grant access to every record on the table. This means that the user can view and edit all the records on the table, regardless of their role or any other criteria.

? table.field will grant access to a specific field in a record. This means that the user can view and edit only that field on the record, regardless of their role or any other criteria.

The statement D is not true for Access Controls that have no condition or script. table.id will not grant access to a specific record on the table. This is because the id is not a field name, but a unique identifier for the record. To grant access to a specific record on the table, you need to add a condition or a script that matches the id of the record.

References:

? [Access Control rules]

? [Create an Access Control rule]

#### NEW QUESTION 107

Identify characteristic(s) of a Record Producer. Choose 3 answers

- A. Graphics can be included on the user interface.
- B. All records created using this strategy are inserted into the Requested Item [sc\_req\_item] table.
- C. You can script behaviors of fields in the user interface.
- D. They must be scripted.
- E. Each field prompts the user with a question rather than a field label.

**Answer:** ACE

#### Explanation:

A Record Producer is a type of service catalog item that allows users to create records on a specified table. A Record Producer has the following characteristics:

? Graphics can be included on the user interface: You can add images, icons, or

banners to the Record Producer to make it more appealing and informative for the user. You can also use HTML and CSS to customize the layout and style of the Record Producer.

? You can script behaviors of fields in the user interface: You can use Client Scripts

and UI Policies to control the behavior and appearance of the fields on the Record Producer. For example, you can use Client Scripts to validate the field inputs, perform calculations, or populate default values. You can also use UI Policies to show or hide fields, make fields mandatory or read-only, or set field values based on conditions.

? Each field prompts the user with a question rather than a field label: You can use

the Variable Question field to define the question that prompts the user for the field value. The question can be more descriptive and user-friendly than the field label. For example, you can use the question "What is the name of the project?" instead of the field label "Name".

The other statements are not true for Record Producers. Record Producers do not always insert records into the Requested Item [sc\_req\_item] table. They can insert records into any table that is specified in the Record Producer properties. Record Producers also do not have to be scripted. They can use the default script that maps the variable values to the record fields, or they can use a custom script that defines the logic for creating the record. References:

? [Record Producers]

? [Record Producer properties]

? [Record Producer scripts]

#### NEW QUESTION 110

To see what scripts, reports, and other application artifacts will be in a published application:

- A. Enter the name of the Application in the Global search field
- B. Open the list of Update Sets for the instance
- C. Examine the Application Files Related List in the application to be published
- D. Open the artifact records individually to verify the value in the Application field

**Answer:** C

#### Explanation:

To see what scripts, reports, and other application artifacts will be in a published application, the best option is to examine the Application Files Related List in the application to be published. This will show all the application files that belong to the application, grouped by file type and scope. You can also filter, sort, or search the list to find specific files.

The following options are not the best ways to see what application artifacts will be in a published application:

? Enter the name of the Application in the Global search field. This will perform a

global text search on the instance and return any records that match the application name, which may include irrelevant or incomplete results.

? Open the list of Update Sets for the instance. This will show all the update sets

that have been created or imported on the instance, but not necessarily the ones that belong to the application to be published. Update sets are used to move customizations between instances, not to publish applications to the ServiceNow Store or Share.

? Open the artifact records individually to verify the value in the Application field.

This will require opening each record that may be part of the application and checking the Application field, which is tedious and error-prone. References: Publish an Application, Application Files

#### NEW QUESTION 114

Application developers configure ServiceNow using industry standard JavaScript to...

- A. Enable the right-click to edit the context menus on applications in the navigator
- B. Extend and add functionality
- C. Customize the organization's company logo and banner text
- D. Configure the outgoing email display name

**Answer:** B

#### Explanation:

Application developers configure ServiceNow using industry standard JavaScript to extend and add functionality. JavaScript is a scripting language that enables developers to create dynamic and interactive web pages, as well as manipulate data and logic on the server-side. ServiceNow provides various APIs and frameworks for developers to use JavaScript to customize and enhance the functionality of their applications, such as client scripts, UI policies, business rules, script includes, UI actions, and more. References: [ServiceNow Docs - JavaScript in ServiceNow], [ServiceNow Docs - Scripting in ServiceNow]

### NEW QUESTION 118

What are some of the benefits of extending an existing table such as the Task table when creating a new application?

- a) You can repurpose existing fields by simply changing the label. b) Use existing fields with no modifications.  
c) Existing logic from the parent table will be automatically applied to the new table. d) All of the parent table records are copied to the new table.

- A. a, b, c, and d  
B. a and b  
C. b and c  
D. a, b, and c

**Answer:** D

#### **Explanation:**

Extending an existing table such as the Task table when creating a new application has several benefits, such as:

? You can repurpose existing fields by simply changing the label. For example, you can change the Short description field to Summary or Title for your new table.

? You can use existing fields with no modifications. For example, you can use the Assigned to, Priority, and State fields for your new table without changing anything.

? Existing logic from the parent table will be automatically applied to the new table.

For example, you can inherit the Business Rules, Client Scripts, and UI Policies from the Task table for your new table.

The only option that is not true is d) All of the parent table records are copied to the new table. Extending a table does not copy any records from the parent table to the new table. It only creates a new table that inherits the fields and logic from the parent table.

References:

? [Extend a table]

? [Task table]

### NEW QUESTION 122

Which one of the following is NOT required to link a ServiceNow application to a Git repository?

- A. Password  
B. URL  
C. User name  
D. Application name

**Answer:** D

#### **Explanation:**

The application name is not required to link a ServiceNow application to a Git repository. You only need to provide the URL, user name, and password of the Git repository, as well as the branch name and the authentication type. The application name is automatically generated based on the scope name of your application.

Reference: [Link an application to a Git repository]

Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t\\_LinkAnApplicationToSourceControl.html](https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_LinkAnApplicationToSourceControl.html)

### NEW QUESTION 125

Which one of the following client-side scripts apply to Record Producers?

- A. Catalog Client Scripts and Catalog UI Policies  
B. UI Scripts and UI Actions  
C. UI Scripts and Record Producer Scripts  
D. Client Scripts and UI Policies

**Answer:** A

#### **Explanation:**

Catalog Client Scripts and Catalog UI Policies are the client-side scripts that apply to Record Producers. Catalog Client Scripts allow you to add or modify functionality on a catalog item or record producer form. Catalog UI Policies dynamically change information on a catalog item or record producer form. UI Scripts, UI Actions, Client Scripts, and UI Policies do not apply to Record Producers. Reference: Catalog client scripts, Catalog UI policies

Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/script/client-scripts/concept/c\\_CatalogClientScriptCreation.html](https://docs.servicenow.com/bundle/orlando-application-development/page/script/client-scripts/concept/c_CatalogClientScriptCreation.html)

### NEW QUESTION 126

Which one of the following is NOT part of the Form Designer?

- A. Form layout  
B. Page header  
C. Schema map  
D. Field navigator

**Answer:** C

#### **Explanation:**

[https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app\\_store\\_learnv2\\_learnmore\\_sandiego\\_learn\\_more/app\\_store\\_learnv2\\_learnmore\\_sandiego\\_form\\_and\\_list\\_layouts/app\\_store\\_learnv2\\_learnmore\\_sandiego\\_what\\_is\\_form\\_designer](https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app_store_learnv2_learnmore_sandiego_learn_more/app_store_learnv2_learnmore_sandiego_form_and_list_layouts/app_store_learnv2_learnmore_sandiego_what_is_form_designer)

The Form Designer is a tool that allows you to create and customize forms on the ServiceNow platform. The Form Designer has four main components:

? Form layout: The form layout shows the preview of the form and allows you to drag

and drop fields, sections, and related lists onto the form. You can also resize, reorder, and delete the elements on the form layout.

? Page header: The page header shows the name of the table and the form that you

are editing. You can also access the form properties, save the form, and switch to the form view from the page header.

? Field navigator: The field navigator shows the list of available fields for the table

and allows you to search, filter, and add fields to the form. You can also create new fields and edit existing fields from the field navigator.

? Schema map: The schema map is not part of the Form Designer. The schema

map is a separate tool that shows the relationships between tables and fields on the platform. You can access the schema map from the System Definition > Tables module or from the context menu of a table.

References:

? [Form Designer]

? [Schema map]

#### NEW QUESTION 130

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