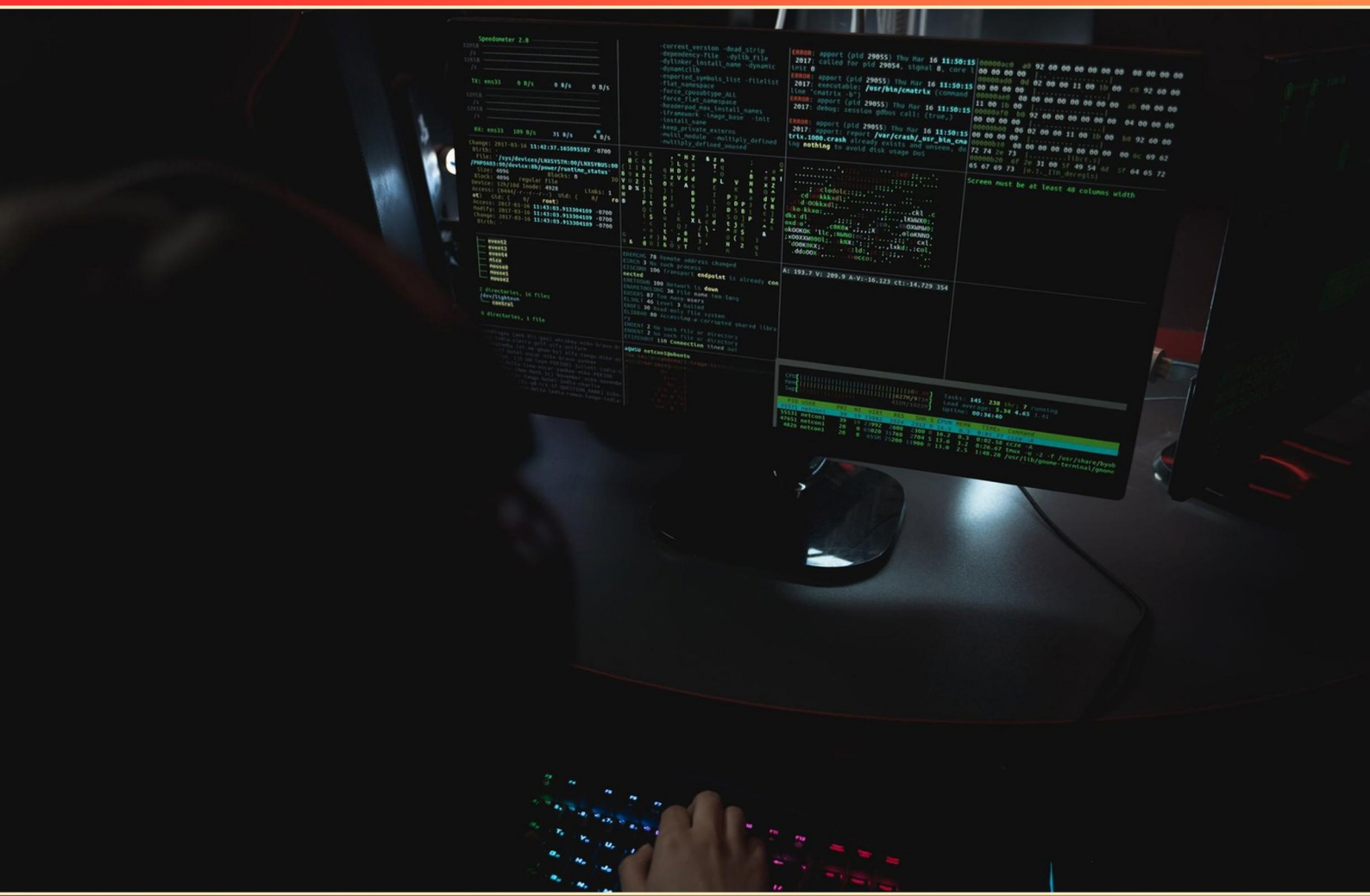
SERVICENOW CERTIFIED APPLICATION DEVELOPER (CAD) TRAINING PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. What is the second step in the process of working with events?

A. add an event to the event registry

B. generate the event

C. respond to the event

D. log the event

2. What capacity in the ServiceNow application can be configured to allow end users to intercept and resolve submitted incidents when using virtual agent?

A. Incident Auto-Resolution

B. Incident Routing

C. Incident Triage

D. Incident Escalation

3. Which features are available to global applications?

A. Automated Test Framework, Flow Designer

B. Flow Designer, UI Policy

C. Automated Test Framework only

D. None of the above

4. What color background does the top-of-form informational message display by default?

A. Blue

B. Green

C. Yellow

D. Red

5. What does the weight of a notification mean?

A. It determines which email is sent when multiple emails are triggered for the same record and addressed to the same recipient

B. It affects the color of the email

C. It changes the sender's address

D. It sets the email's timezone

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6. Which report types can be created by right-clicking on a column header in a list view?

A. Bar chart and pie charts

B. Line chart

C. Scatter plot

D. Heat map

7. What is the purpose of source control integration in ServiceNow CAD context?

A. allows application developers to integrate with git source control repositories to save and manage multiple versions of a sub-production instance

B. to monitor performance

C. to manage users

D. to schedule deployments

8. Which statement about client-side scripting in ServiceNow is true?

A. Client-side scripts have access to Glide User (g_user) methods

B. Client-side scripts can call any server-side function directly

C. Client-side scripts can modify database records without server calls

D. Client-side scripts do not run in the user's browser

9. When creating a class and its prototype, must the Script Include name match the class name?

A. True

B. False

C. Depends on the class

D. Always false

10. Which of the following is a valid first step in creating application properties?

A. Create a system property category

B. Add properties

C. Order properties

D. Create a properties module

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Answers

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1. B
2. A
3. A
4. A
5. A
6. A
7. A
8. A
9. A
10. A

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Explanations

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1. What is the second step in the process of working with events?

A. add an event to the event registry

B. generate the event

C. respond to the event

D. log the event

Events in ServiceNow follow a sequence where you first define what the event is in the Event Registry so the system knows to expect it and what actions to take. Once that event is defined, the next action is to generate the event, which creates the actual event instance and starts its flow through the system. Generating the event is what triggers the processing by any listeners, notifications, or rules that have been configured to respond to that event. Logging the event or responding to it happen after the event has been created and propagated, while adding the event to the registry is the setup step that prepares the system for generation.

2. What capacity in the ServiceNow application can be configured to allow end users to intercept and resolve submitted incidents when using virtual agent?

A. Incident Auto-Resolution

B. Incident Routing

C. Incident Triage

D. Incident Escalation

End users intercepting and resolving incidents through a virtual agent relies on an automation capability that can close issues without agent intervention. That capability is Incident Auto-Resolution. It lets the Virtual Agent apply predefined resolution steps, run automated playbooks, and close the ticket when the issue matches known fix flows. This is different from routing, which only directs the ticket to the right team; triage, which classifies and prioritizes; and escalation, which hands off to higher-support levels if needed. With auto-resolution configured, common issues can be resolved by end users through the chat flow, improving first-contact resolution and reducing manual work.

3. Which features are available to global applications?

A. Automated Test Framework, Flow Designer

B. Flow Designer, UI Policy

C. Automated Test Framework only

D. None of the above

Global applications access platform-wide capabilities that aren't tied to a single app's scope. Flow Designer and Automated Test Framework are these kinds of features, so they're available for global applications. Flow Designer provides a low-code way to automate processes across apps, while Automated Test Framework lets you build and run automated tests to ensure your work across the platform behaves as expected. UI Policy, by contrast, is a client-side behavior tool typically defined within an application's scope to control form behavior, so it isn't a global feature. That's why the best choice includes both Automated Test Framework and Flow Designer.

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4. What color background does the top-of-form informational message display by default?

A. Blue

B. Green

C. Yellow

D. Red

Color cues indicate the message type. An informational message is meant to convey neutral information, not a problem or success, so its top-of-form banner uses blue by default. Green would signal success, yellow a warning, and red an error. So blue is the best choice for a top-of-form informational message.

5. What does the weight of a notification mean?

A. It determines which email is sent when multiple emails are triggered for the same record and addressed to the same recipient

B. It affects the color of the email

C. It changes the sender's address

D. It sets the email's timezone

Weight in a notification defines its priority when several notifications would be sent to the same recipient for the same record. ServiceNow compares the weights and delivers the one with the highest value, effectively choosing which message template takes precedence. This lets you control which email template gets sent when multiple templates could apply to the same event and recipient. It doesn't affect the email color, the sender's address, or the timezone—that behavior is governed by other fields and settings like the From address or the user's timezone.

6. Which report types can be created by right-clicking on a column header in a list view?

A. Bar chart and pie charts

B. Line chart

C. Scatter plot

D. Heat map

When you want a fast visual of the data in a list, ServiceNow provides quick chart options right from the column header. The types you can create this way are bar charts and pie charts. These two give an immediate snapshot: a bar chart highlights how many items fall into each category, making it easy to compare sizes, while a pie chart shows the share of each category within the whole. Other chart types aren't exposed through this quick context menu because they require more detailed configuration and data setup found in the full reporting tools. Line charts emphasize trends over time, scatter plots explore relationships between two numeric fields, and heat maps need a specific matrix layout. To create those, you'd typically go through the Reports module or a dedicated chart builder rather than the quick list header option.

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7. What is the purpose of source control integration in ServiceNow CAD context?

A. allows application developers to integrate with git source control repositories to save and manage multiple versions of a sub-production instance

B. to monitor performance

C. to manage users

D. to schedule deployments

Connecting ServiceNow projects to Git brings version control to the app, allowing developers to save and manage changes as the project evolves, especially for sub-production instances used for testing. Each change can be committed with descriptions, creating a history you can review, revert, and branch as needed. This enables collaboration among teammates, traceability of who changed what and when, and reproducible deployments from a known baseline to other environments. While other capabilities like monitoring performance, managing users, or scheduling deployments exist in the platform, the primary purpose of integrating with source control is to version and coordinate the code and configurations that compose the application.

8. Which statement about client-side scripting in ServiceNow is true?

A. Client-side scripts have access to Glide User (g_user) methods

B. Client-side scripts can call any server-side function directly

C. Client-side scripts can modify database records without server calls

D. Client-side scripts do not run in the user's browser

In ServiceNow, client-side scripting runs in the user's browser and can access the g_user object, which provides information about the current user and exposes methods you can use to check roles and other attributes. This lets client scripts tailor behavior without hitting the server. So the statement that client-side scripts have access to g_user methods is true, because g_user is designed for use in client scripts to probe user permissions and context. It's important to distinguish this from server-side access. Client-side code cannot call server-side functions directly; to perform server operations you must use mechanisms like GlideAjax or server-side scripts that run on the server. Similarly, modifying database records is a server-side action and requires a server call. Finally, client-side scripts do run in the user's browser, so asserting that they do not run in the browser would be incorrect. Understanding this helps you write client scripts that respond to user context efficiently while knowing when server interactions are required for data changes.

9. When creating a class and its prototype, must the Script Include name match the class name?

A. True

B. False

C. Depends on the class

D. Always false

In ServiceNow Script Includes, the name of the Script Include becomes the constructor you use to create instances. The class you define inside is tied to that Script Include's name, so you instantiate with new ScriptIncludeName(). For example, if the Script Include is named InventoryHelper, you typically define the class as InventoryHelper = Class.create(); InventoryHelper.prototype = { initialize: function(){}, ... }; Then you create an instance with new InventoryHelper(). If you tried to instantiate with a different name, there wouldn't be a corresponding constructor exposed, leading to errors. This is why the Script Include name must match the class name used to instantiate.

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10. Which of the following is a valid first step in creating application properties?

A. Create a system property category

B. Add properties

C. Order properties

D. Create a properties module

Grouping and organizing application settings begins with creating a system property category. This category acts as the container for related properties, giving you a named place to store and manage them, and it keeps the list navigable and manageable in the UI. Once that category exists, you can add the individual properties inside it, specifying their names, data types, default values, and descriptions. Ordering properties or creating a properties module are steps that come after defining and organizing the properties; they refine how things appear or how you navigate them rather than establishing the foundational structure.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://servicenowcadtraining.examzify.com

We wish you the very best on your exam journey. You've got this!

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