

ServiceNow SMC-SP

Micro-Certification Service Portal

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Product Version

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Latest Version: 6.0

Question: 1

The individual use of a Widget on a page is referred to as a what?

Response:

- A. Widget Instance
- B. Widget Option
- C. Widget Clone
- D. Widget Copy

Answer: A

Question: 2

What are some typical use cases for Service Portal implementation?

(Select two)

Response:

- A. IT Service Management
- B. Customer Relationship Management
- C. System Security Auditing
- D. HR Case Management

Answer: A,D

Question: 3

How are widgets added to a Service Portal page?

Response:

- A. By modifying the ServiceNow database
- B. Using the Widget Selector in the Page Designer
- C. Through a background script
- D. By configuring UI Policies

Answer: B

Question: 4

Which of the following is NOT specified on a Portal record?

Response:

- A. Theme
- B. URL Suffix
- C. Homepage
- D. Header

Answer: D

Question: 5

Which tasks can be performed using the Theme Editor?

(Select two)

Response:

- A. Modify the portal header
- B. Change background colors
- C. Create new database tables
- D. Adjust font styles

Answer: B,D

Question: 6

Which of the following are baseline Portal Pages?

(Select three correct answers)

Response:

- A. Knowledge
- B. Change Management
- C. Service Catalog
- D. System Status

Answer: A,C,D

Question: 7

How does the Service Portal improve user experience compared to the standard interface?

Response:

- A. By reducing server load
- B. By providing a responsive and mobile-friendly design
- C. By increasing database performance
- D. By offering real-time server monitoring

Answer: B

Question: 8

What elements are essential for consistent Service Portal branding?

(Select two)

Response:

- A. Consistent color scheme
- B. User-specific access rules
- C. Standardized logo usage
- D. Data source integration

Answer: A,C

Question: 9

How can administrators improve search performance in the Service Portal?

Response:

- A. Increase the number of indexed fields
- B. Limit search to specific tables
- C. Enable full-text logging
- D. Schedule regular data refresh

Answer: B

Question: 10

What is the first element you add to a Page?

Response:

- A. Row
- B. Widget

- C. Container
- D. Column

Answer: C

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