

ServiceNow Micro-Certification – Virtual Agent Exam Specification

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Introduction

The ServiceNow Virtual Agent Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Virtual Agent certified.

Exam Purpose

The Virtual Agent Micro-Certification exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, maintenance, and administration of the Virtual Agent application.

Exam Audience

The Virtual Agent Micro-Certification exam is available to ServiceNow customers, partners, and employees.

Exam Preparation

Exam questions are based on official ServiceNow training materials, the ServiceNow documentation site, and the ServiceNow developer site. Study materials posted elsewhere online are not official and should not be used to prepare for the examination.

Prerequisites

ServiceNow recommends completion of the following pre-requisite(s) in preparation for the exam.

- [Virtual Agent self-paced course](#)

Additional Resources

In addition to the above, the candidate may find these additional resources valuable in preparation for the exam.

- [Product Documentation – Virtual Agent](#)
- [K18 Lab – Creating and Deploying Virtual Agents for Awesome Employee Experiences](#)

Additional Knowledge & Experience

- General familiarity with general industry terminology, acronyms, and initialisms
- Six months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances

Exam Scope

The following table shows the topics on the exam and their weightings.

Exam Topics	Percent of Exam
Overview of Virtual Agent	10%
Configuring Virtual Agent	20%
Using Virtual Agent in ServiceNow	10%
Virtual Agent Designer and Creating new Topics	60%

Exam Registration

Each candidate must register for the exam via the ServiceNow [WebAssessor](#) website using a voucher obtained by completing the training prerequisite. The exam is available directly through the WebAssessor site as a non-proctored, 60-minute exam.

Exam Structure

The exam consists of 15 questions. For each question on the examination, there are multiple possible responses. The person taking the exam reviews the response options and selects the *most correct* answer to the question.

Multiple Choice (single answer)

For each multiple-choice question on the exam, there are at least four possible responses. The candidate taking the exam reviews the response options and selects the one response most accurately answers the question.

Multiple Select (select all that apply)

For each multiple-select question on the exam, there are at least four possible responses. The question will state how many responses should be selected. The candidate taking the exam reviews the response options and selects ALL responses that accurately answer the question. Multiple-select questions have two or more correct responses.

Exam Results

After completing and submitting the exam, a pass or fail result is immediately calculated and displayed to the candidate. More detailed results are not provided to the candidate.

Exam Retakes

If a candidate fails to pass an exam, they may register to take the exam again up to three more times for a cost of \$25.

Sample Question(s)

Sample Item #1:

What product lines are using Virtual Agent? Select three correct answers.

- A. ITSM
- B. HR
- C. ITAM
- D. CSM
- E. Sec Ops

Answers: A,B,D