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 the Virtual Agent Micro-Certification Assessment Simulator. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding

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

- Product Documentation – Virtual Agent
- Virtual Agent

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 assessment simulator allows the test take to show their knowledge by reading a scenario, doing the work to meet a set of requirements based on the scenario, and verifying their work is done correctly.

<table>
<thead>
<tr>
<th>Learning Domain</th>
<th>% of Exam</th>
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</thead>
<tbody>
<tr>
<td>1 Implementing Virtual Agent</td>
<td>50%</td>
</tr>
<tr>
<td>2 Implementing Natural Language Understanding (NLU)</td>
<td>50%</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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Exam Registration
Each candidate can enroll for the Virtual Agent Micro-Certification Assessment Simulator in the Virtual Agent Implementer Micro-Certification Path. The exam is available directly through Now Learning using a simulated environment.

Exam Structure
The exam consists of 14 tasks. For each task on the examination, the test take must complete the assigned work within a task and validate.

Exam Results
After completing and submitting the exam, a pass or fail result is immediately calculated and displayed to the candidate. A score of 90% is required to pass. More detailed results are not provided to the candidate.

Exam Retakes
A candidate is allowed to retake an assessment simulator as many times as required to pass the Micro Certification.
Sample Tasks(s)

Sample Item #1:
Enable Additional Plugins for Virtual Agent

Scenario:
In order for Cloud Dimensions to implement Live Agent Transfer for agents using Agent Workspace, they must enable additional plugins in order to route users from Virtual Agent to a live agent.

Requirement:
As a system administrator, enable the following plugins to allow users to be routed from Virtual Agent to agents using Agent Workspace:

- Advanced Work Assignment
- Agent Chat