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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q203-Q208):

NEW QUESTION # 203

Match the definitions for roles relationships.

☐

Answer:

Explanation:

☐

NEW QUESTION # 204

Articles can provide the following: (Choose three.)

- A. Document current and known issues
- B. Share product information
- C. Provide answers and responses to common issues or questions
- D. Information about customer's service contract

Answer: A,B,C

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge-management/topic/p_KnowledgeManagement.html

NEW QUESTION # 205

The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which role is responsible for creating the unique registration code for each account?

- A. System administrator (admin)
- B. Customer admin (sn_customerservice.customer_admin)
- C. Customer Service Manager (sn_customerservice_manager)
- D. Service organization administrator (sn_customerservice.service_organization_admin)

Answer: A

NEW QUESTION # 206

Customer service personnel who are allocated the customer service agent (sn_customerservice_agent) role are responsible for which of the following tasks? (Choose four.)

- A. Create cases
- B. Approve customer contacts
- C. Propose major cases
- D. Assist customers with questions, issues and problems
- E. View, edit, and work on cases
- F. Manage customer entitlements

Answer: A,C,D,E

NEW QUESTION # 207

Which table does the Account (customer_account) table extend?

- A. Service Organization (sn_customer_service_organization)
- B. Company (core company)
- C. Customer (sn_customer_service__customer)
- D. Business Location (sn_csm_business_location)

Answer: B

NEW QUESTION # 208

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