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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q66-Q71):

NEW QUESTION # 66
Information about a customer's service contract is found in Knowledge.

- A. True
- B. False

Answer: B

NEW QUESTION # 67
What action should be taken in the event that a product possesses a different set of non-configurable attributes?
And the options are:

- A. Assign additional configurable attributes
- B. Group it with similar products in an existing table
- C. Modify the existing product data model
- D. Add a table extends to the Product Model or child tables.

Answer: D

NEW QUESTION # 68

If only one user reports a content for moderation, the content will be hidden.

- A. True
- B. False

Answer: B

Explanation:
Reference:
customer-communities/task/approve-reject-content.html

NEW QUESTION # 69

What feature does the Product Model and Catalog Items Relationship plugin enable?

- A. Customer service managers can track the financial cost of customer's subscribed services and the related requests
- B. Consumers can track what products they have purchased via the catalog
- C. Agents are automatically proposed catalog items related to the chosen product on the case form
- D. It provides a contextual service catalog based on the customer's subscribed services Most Voted

Answer: D

NEW QUESTION # 70

What are the Forum User Types? (Choose three.)

- A. Admin
- B. Registered
- C. Moderator
- D. Custom
- E. Public

Answer: B,C,E

Explanation:
Explanation

NEW QUESTION # 71

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