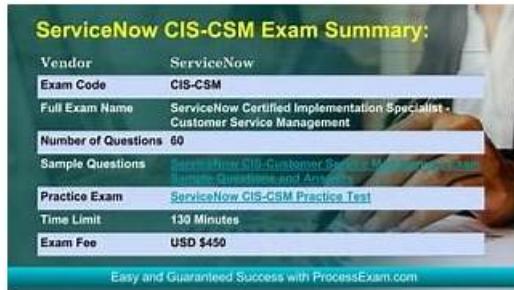


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q250-Q255):

NEW QUESTION # 250

Special Handling Notes can apply to which one of the following based on specific attributes?

- A. Holiday
- B. VIP
- C. Contact
- D. Domain

Answer: A

NEW QUESTION # 251

Upon self-registration through the Consumer Service Portal, a record is created in: (Choose two.)

- A. Contact (customer_contact)
- B. CSM User (csm_user)
- C. Consumer (csm_consumer)
- D. Consumer User (csm_consumer-user)

Answer: C,D

NEW QUESTION # 252

Proactive Customer Service Operations works Event Management to proactively monitor and fix issues affecting customers. It can also trigger case workflow's and enable organizations to notify customers whose services or products are impacted by an outage or issue. What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

- A. Service-Aware Install Base Most Voted
- B. Proactive Prevention
- C. Proactive Case Most Voted
- D. Service Monitoring
- E. Service-Aware CMDB
- F. Service Reporting

Answer: A,C,D

NEW QUESTION # 253

What role can be assigned to employees who are not fulfillers, such as those in sales and services, or do not have other CSM-specific roles, but have a need to create cases on behalf of customers?

- A. Proxy Contact (sn_customservice.proxy_contact)
- B. Consumer (sn_customservice.consumer)
- C. Customer (sn_suctomservice.customer)
- D. External (snc_external)

Answer: A

NEW QUESTION # 254

From what places in SN can an agent create a case? (Choose three.)

- A. Chat
- B. Contact
- C. Customer Service Application
- D. Account

Answer: B,C,D

Explanation:

Reference:

customer-service-management/reference/r_CustomerServiceCaseForm.htmlc

NEW QUESTION # 255

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