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# ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q99-Q104):

#### **NEW QUESTION #99**

Which roles can specify both skills and mandatory skills for cases and tasks? (Choose two.)

- A. Customer service agent (sn customerservice agent) Most Voted
- B. Partner (sn customerservice.partner)
- C. Customer administrator (sn customerservice.customer admin)
- D. Customer service manager (sn customerservice manager) Most Voted

# **NEW QUESTION # 100**

Which feature enables employees to request support for themselves and for external customers?

- A. Contributor Users
- B. Account Management
- C. Business Locations
- D. Responsibility Definitions

#### Answer: A

# **NEW QUESTION # 101**

Which of the following is a condition for matching rules?

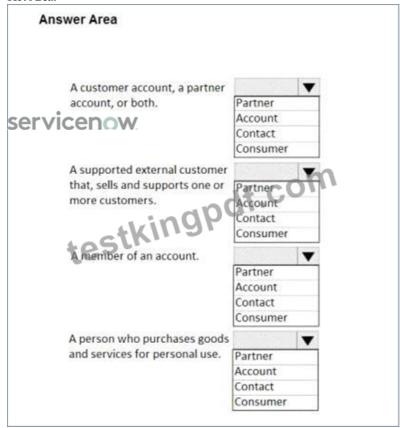
- A. Specific case attributes
- B. Agent domain
- C. Assignment
- D. Switching

#### Answer: C

# **NEW QUESTION # 102**

Match the definitions for roles relationships.

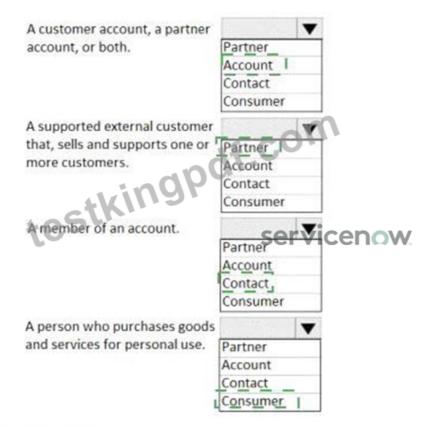
Hot Area:



#### Answer:

Explanation:

# **Answer Area**



# **Answer Area**



### **NEW QUESTION # 103**

What should be part of the pre-engagement collateral?

- A. Frequently Asked Questions (FAQ)
- B. Scoping Guide
- C. Stock Keeping Unit (SKU) and pricing sheet
- D. Customer Service roles template

Answer: B

#### **NEW QUESTION # 104**

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