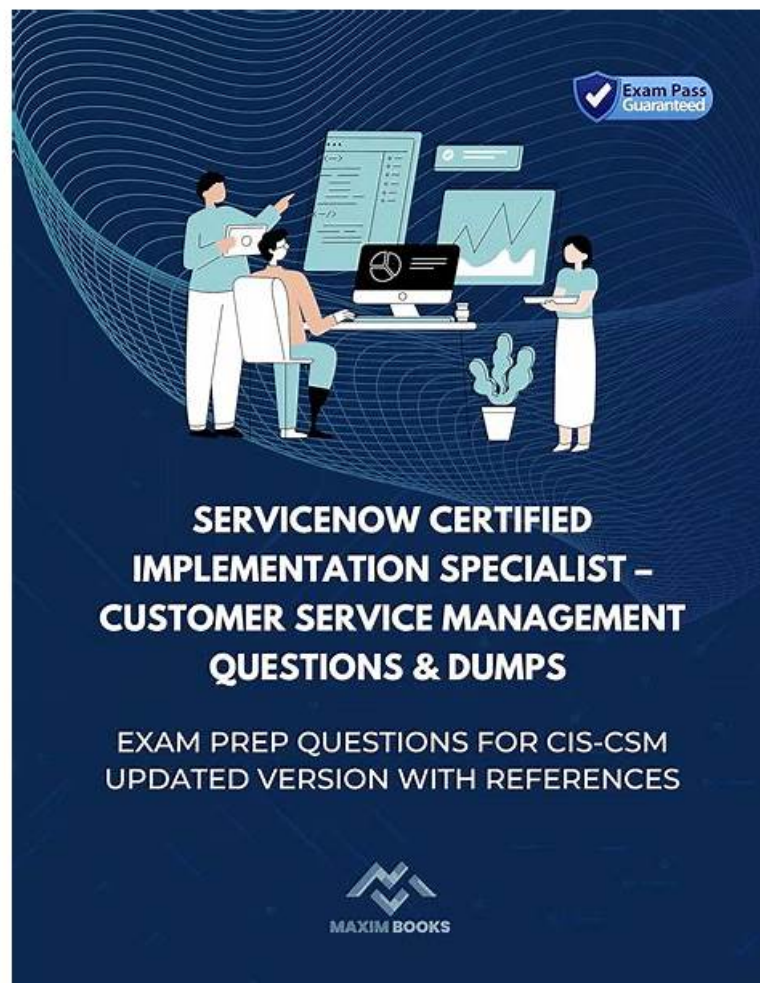


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q203-Q208):

NEW QUESTION # 203

Based on which out-of-box attributes can Special Handling Notes be applied to cases?
Choose 3 answers

- **A. Contact**
- B. Service Contract
- **C. Account**
- **D. Product Model**
- E. Install Base Item

Answer: A,C,D

Explanation:

https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html

NEW QUESTION # 204

What are the types of units used in counting for entitlements in ServiceNow?
And the options are:

- **A. Cases and Hours**
- B. Tasks and Projects
- C. Requests and Changes
- D. Incidents and Problems

Answer: A

NEW QUESTION # 205

Which CSM Configurable Workspace feature enables agents to quickly view records in the contextual side panel without switching tabs?

- **A. Dynamic Related Records**
- B. Contextual Search
- C. Agent Assist
- D. Record Information

Answer: A

NEW QUESTION # 206

For security purposes certain roles cannot be assigned to a group or individual at the same time. Which of the following two roles would be restricted?

- A. snc_internal and sn_customerservice_agent
- B. snc_external and sn_customerservice.customer
- C. snc_internal and snc_external
- D. snc_internal and sn_customerservice.consumer_agent

Answer: C

NEW QUESTION # 207

New case tasks use the following prefix:

- A. CASETASK prefix
- B. No specific task prefix just existing TASK prefix
- C. CSTASK prefix
- D. CSMTASK prefix

Answer: C

NEW QUESTION # 208

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