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## ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q260-Q265):

NEW QUESTION # 260

What are the conditions that matching rules are based on? (Choose two.)

- A. Specific routing rules
- B. Filters set up in advanced work assignment
- C. Agent resources best suited to work on a case
- D. Specific case attributes

**Answer: C,D**

#### **NEW QUESTION # 261**

Which table must be extended when creating a new case type?

- A. Case (sn\_customerservice\_case)
- B. Case Task (sn\_customerservice\_case\_task)
- C. Case Type (sn\_case\_type)
- D. Task (task)

**Answer: A**

#### **NEW QUESTION # 262**

Once a major case candidate is approved a major case is created. What then happens to the customer case?

- A. The customer case will be automatically closed
- B. The customer case becomes the parent case of the major case
- C. The customer case will automatically be related to a problem
- D. The customer case becomes a child case of the major case

**Answer: B**

#### **NEW QUESTION # 263**

Contextual Search framework is used for providing Knowledge search results in which of these scenarios?

- A. Entering question in portal only
- B. Record Producer only
- C. Both portal question entry and Record Producer
- D. None of the above

**Answer: C**

#### **NEW QUESTION # 264**

Match the definitions for roles relationships.

Hot Area:

### Answer Area

A customer account, a partner account, or both.

Partner
Account
Contact
Consumer

A supported external customer that, sells and supports one or more customers.

Partner
Account
Contact
Consumer

A member of an account.

Partner
Account
Contact
Consumer

A person who purchases goods and services for personal use.

Partner
Account
Contact
Consumer

### Answer:

Explanation:

### Answer Area

A customer account, a partner account, or both.

Partner
Account
Contact
Consumer

A supported external customer that, sells and supports one or more customers.

Partner
Account
Contact
Consumer

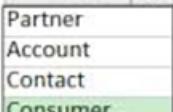
A member of an account.

Partner
Account
Contact
Consumer

A person who purchases goods and services for personal use.

Partner
Account
Contact
Consumer

## Answer Area

A customer account, a partner account, or both.	
A supported external customer that, sells and supports one or more customers.	
A member of an account.	
A person who purchases goods and services for personal use.	

### NEW QUESTION # 265

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