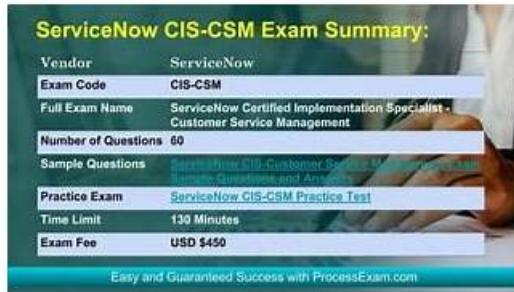


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NEW QUESTION # 188

A customer service manager would like to limit the reading and creation of knowledge articles within a specific Knowledge Base to the Customer Support group only. Which features should be used to accomplish this? (Choose two.)

- A. Can Read user criteria
- B. Hide the Knowledge Base from the Knowledge Base Portal
- C. Cannot Contribute user criteria
- D. Whitelist all other groups from the Knowledge Base

Answer: A,C

NEW QUESTION # 189

The case digests feature includes which types of case communication? (Choose two.)

- A. Post Case Reviews Most Voted
- B. Case Action Summaries Most Voted
- C. Case Post Mortem
- D. Case Lifecycle Reports

Answer: A,B

NEW QUESTION # 190

Predictive Intelligence improves Case management by:

- A. Replacing legacy routing rules
- B. Predicting Case values without manual intervention
- C. Predicting what values should have gone into empty fields in historical records
- D. Reducing the number of records needed to accurately predict a value

Answer: B

NEW QUESTION # 191

The available case types are: (Choose two.)

- A. Support
- B. Order
- C. Product
- D. Product Support

Answer: B,C

NEW QUESTION # 192

Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

- A. Create cases on behalf of customers
- B. Manage requests on behalf of customer service agents
- C. Manage major incident communication on behalf of a customer service manager
- D. Create requests on behalf of customers
- E. Manage cases on behalf of customer service agents

Answer: A,D

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html>

NEW QUESTION # 193

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