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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q109-Q114):

NEW QUESTION # 109
What are features of Customer Service Management? (Choose four.)

- A. Skills-based routing
- B. Service Contracts
- C. Timed Audits
- D. Service Entitlements
- E. Service Prospecting

- F. Real-time SLAs
- G. Demand Management

Answer: A,D,F,G

NEW QUESTION # 110
An account is a supported external customer and a contact is a user who is an employee of an account. How many accounts can a contact be associated with?

- A. Two
- B. One
- C. Three
- D. Multiple

Answer: B

NEW QUESTION # 111
How many active OpenFrame configurations can you have on an instance?

- A. 0
- B. Unlimited
- C. 1
- D. 2

Answer: B

NEW QUESTION # 112
The available case types are: (Choose two.)

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

Answer: A,C

NEW QUESTION # 113
What are available matching criteria for case assignment in Customer Service Management?
Choose 3 answers

- A. Certifications
- B. Matching Skills
- C. Partner Hours
- D. Assigned Cases
- E. Availability Today
- F. Distance

Answer: B,D,E

Explanation:
https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-criteria.html

NEW QUESTION # 114
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