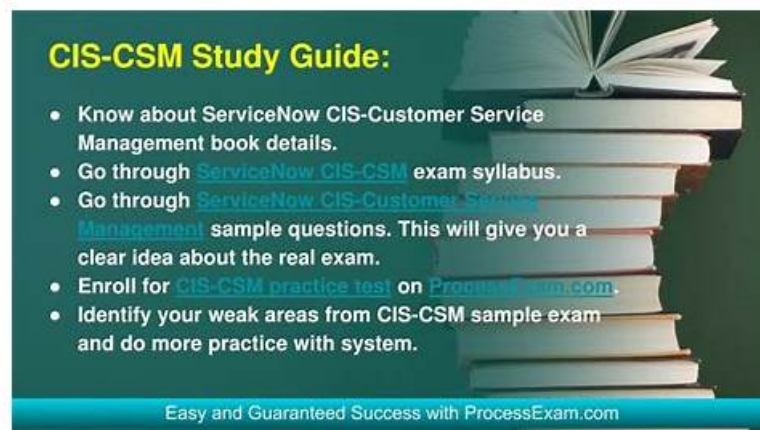


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q42-Q47):

NEW QUESTION # 42

Which roles are considered external?

Choose 2 answers

- A. Customer Service Agent (sn_customerservice_agent)
- B. Customer Admin (sn_cuslomerservice.customer_admin)
- C. Partner Admin (sn_customerservice.partner_admin)
- D. Consumer Support Agent (sn_customerservice.consumer_agent)

Answer: B,C

NEW QUESTION # 43

Customer service agents can use Agent Assist to search for information from an interaction. BY DEFAULT, what are the available search sources? (Choose three.)

- A. Communities
- B. Customer service portal
- C. Knowledge articles
- D. Service catalog
- E. Consumer service portal

Answer: A,C,D

NEW QUESTION # 44

Which of the following are correct for parent/child synchronization? (Choose two.)

- A. The property to synchronize parent to child cases is automatically enabled
- B. The Administrator can choose which fields to synchronize from parent to child cases
- C. Multiple child cases can be managed from a parent case as in Major Issue Management
- D. Parent to child cases can be synchronized regardless of which state the case is in

Answer: C,D

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html>

NEW QUESTION # 45

Which of the following are true regarding integrating a ServiceNow Knowledge base with external content? (Choose two.)

- A. Only applications that allow WebDAV connections can be integrated
- B. SharePoint blocks this integration
- C. The imported article will have the same category it had in the source knowledge base
- D. Imported external articles appear as attachments in ServiceNow

Answer: A,C

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge-management/concept/knowledge-external-content-integration.html>

NEW QUESTION # 46

What is a household entity?

- A. Group of consumers that usually share a common address and use services as a group
- B. Group of customers that usually share a common address and use services as a group
- C. Group of users that usually share a common address and use services as a group
- D. Group of people that usually share a common address and use services as a group

Answer: B

NEW QUESTION # 47

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