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Sample Questions

Sample Item - Incident Management:

If a parent Incident is updated to reflect a new Assignment Group, Work Notes, andrelated Problem, which corresponding fields are updated on the child Incident(s)?

- No updates are made to child Incidents
- Work Notes
- Assignment Group, Work Notes, and related Problem
- Assignment Group and Work Notes

Sample Item - Problem Management:

When creating a problem record from an incident record, which element defines thefield mapping between the two?

- ProblemV2Util script include
- ProblemUtils script include
- Problem created from system property (com.sn-problem.create_from_incident.attributes)
- Create Problem UI action

Sample Item - Change and Release Management:

Conflict detection in change management can identify conflicts from which of thefollowing reasons?

- The CI is not in the maintenance window
- The change schedule is during blackout periods
- The change scheduled is outside of business hours
- Existing scheduled changes to the CI
- The changes schedule does not give appropriate lead time

Sample Item - Knowledge Management:

Each time a knowledge article is viewed, a record with the user identity and whetherthe articles was attached to a task, is added to which table?

- Knowledge Feedback [kb_feedback]
- Knowledge [kb_knowledge]
- Knowledge Search Log [ts_query_kb]
- Knowledge Use [kb_use]

Sample Item - Service Catalog / Request Management:

Which one of the following is proper syntax for accessing values of variables from aRecord Producer script field?

- producer.variable_name
- g_form.getReference('variable_name')
- g_form.getVariable('variable_name')
- current.variable_name

Sample Item - Configuration Management Database (CMDB):

Which field on a Configuration Item (CI) may be used to route Incidents to theappropriate group to quickly resolve Incidents related to the CI?

- Support Group
- Change Control
- Managed By
- Assignment Group

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q51-Q56):

NEW QUESTION # 51
Which of the following are benefits that may be gained from using communities?
Choose 3 answers

- A. Reduce support costs
- B. Engagement with Customers
- C. Reduce cost per sales
- D. Get product feedback
- E. Increase marketing effectiveness

Answer: A,B,D

NEW QUESTION # 52
The Customer Support Portal default configuration provides the following channels to interact with customers?
(Choose two.)

- A. Chat
- B. Social
- C. Email
- D. Web

Answer: C,D

Explanation:
Reference:
customer-service-management/concept/c_CustomerPortalOverview.html

NEW QUESTION # 53

With the Auto Close Resolved Cases flow enabled, and using its default settings, when will a reminder be sent to a non-responsive customer?

- A. After 3 days
- B. After 5 days
- C. After 7 days
- D. After 1 day

Answer: B

NEW QUESTION # 54

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident. Problem and Change forms. What do you recommend to your customer?

- A. Create an Access control to hide the unnecessary CIs from the itil users
- B. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- C. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- D. Make a show/hide UI action to show only the desired CIs to the itil users

Answer: C

NEW QUESTION # 55

The available case types are: (Choose two.)

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

Answer: B,D

NEW QUESTION # 56

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