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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q54-Q59):

NEW QUESTION # 54

What are the advantages of leading indicators over lagging indicators? (Choose two.)

- A. Hard to influence
- B. Easy to influence
- C. Retrospective
- D. Prospective Most Voted

Answer: B,D

NEW QUESTION # 55

Which application must be activated to enable customers to check in on-line for future appointments?

- A. Field Service Management
- **B. Walk-Up Experience**
- C. Business Location
- D. Service Organization

Answer: B

NEW QUESTION # 56

If only one user reports a content for moderation, the content will be hidden.

- **A. False**
- B. True

Answer: A

Explanation:

Explanation

NEW QUESTION # 57

What role does the Engagement Manager play before the Workshop? (Choose two.)

- A. Acts as intermediary
- B. Provides answers to technical problems
- **C. Assists with technical requirements**
- **D. Project Manager**

Answer: C,D

Explanation:

Explanation/Reference: <https://jobs.jobvite.com/servicenow/job/oKxz8fwI>

NEW QUESTION # 58

During which Now Create stage are workshops conducted?

- A. Deliver
- B. Initiate
- **C. Plan**
- D. Execute
- E. Close

Answer: C

NEW QUESTION # 59

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