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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q170-Q175):

NEW QUESTION # 170
What is required to synchronize fields from a parent to a child case(s)?

- A. The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
- B. Major Issue Management needs to be installed and certain properties enabled
- C. The role of sn_customerservice.customer_case_manager must be assigned
- D. No action required, this is a standard Customer Service Management feature

Answer: D

Explanation:

Reference:
customer-service-management/task/config-major-case-synchronization.html

NEW QUESTION # 171
From a service provider's perspective, is the following a product or an asset?
A cable modem model that the service provider sells.

- A. Product
- B. Asset

Answer: A

NEW QUESTION # 172
Now Create provides a prescriptive methodology, leading practices, and accelerators to help with ServiceNow implementations and upgrades How many sequential project phases and exit gates are there in the Now Create Methodology?

- A. Five
- B. Four
- C. Three
- D. Six

Answer: A

Explanation:
E-book see 223. https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/222

NEW QUESTION # 173
In the 'Action Status' column on a case list what could a red indicator dot mean? (Choose two.)

- A. Blocked by case task
- B. Blocked internally and by customer
- C. Blocked by internally
- D. Blocked by approval

Answer: B,C

NEW QUESTION # 174
From what places in SN can an agent create a case? (Choose three.)

- A. Customer Service Application
- B. Account
- C. Chat
- D. Contact

Answer: A,B,C

Explanation:
Reference:
customer-service-management/reference/r_CustomerServiceCaseForm.htmlc

NEW QUESTION # 175
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