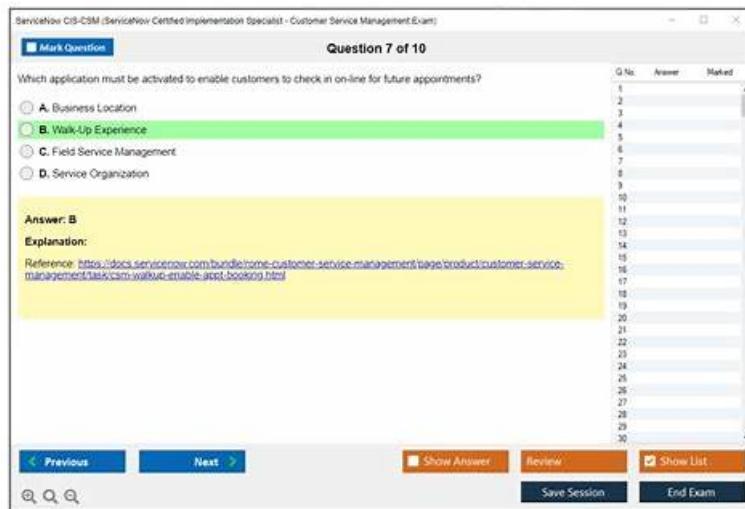


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## **ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q50-Q55):**

### NEW QUESTION # 50

Major Issue Management uses which one of the following capabilities?

- A. Governance Risk and Control
- B. **Targeted Communications**
- C. Asset management
- D. Record producers

**Answer: B**

Explanation:

Explanation

### NEW QUESTION # 51

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. 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
- B. Make a show/hide UI action to show only the desired CIs to the itil users
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. **Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted**

**Answer: D**

### NEW QUESTION # 52

Advanced Work Assignment assigns work to agents based on their availability, capacity, and skills. Agent Affinity enhances the Advanced Work Assignment process by adding additional agent details organized by affinity type. Which of these are these affinity types?

Choose 3 answers

- A. Skill seniority
- B. **Historical**
- C. Account team responsibility
- D. **Related task**
- E. Product expertise

**Answer: B,C,D**

Explanation:

<https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/128>

### NEW QUESTION # 53

Which concept primarily relates to how customer data is used for major case management?

- A. Allocation of resources based on real-time data
- B. **Consolidation of customer interaction histories**
- C. Customization of case templates
- D. Identification of frequent service issues

**Answer: B**

### NEW QUESTION # 54

What are the types of units used in counting for entitlements in ServiceNow?

And the options are:

- A. Requests and Changes
- B. Cases and Hours
- C. Incidents and Problems
- D. Tasks and Projects

**Answer: B**

## NEW QUESTION # 55

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