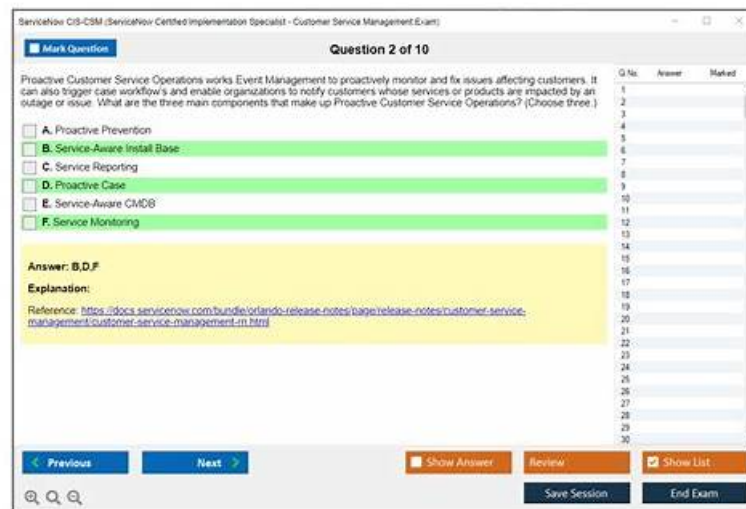


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q119-Q124):

NEW QUESTION # 119

What is required to enable the Follow the sun field on the Customer Service Case form?

- A. The value property on the form must be set to true and the field added to the case form
- B. Nothing, it is a standard field
- C. The plugin 'com.snc.csm_time_recording' needs to be activated
- D. The value property on the form must be set to true

Answer: D

Explanation:

Explanation

NEW QUESTION # 120

Customer Service Trending Topics is a capability that enables companies to use Predictive Intelligence to quickly pinpoint factors driving up case volume and act to mitigate them. Which of the following would be a benefit of using Predictive Intelligence Customer Service Trending Topics?

- A. Eliminate the need for more traditional performance analytics
- B. A guaranteed reduction in call volume per month
- C. Auto-generate clusters of cases that point to similar underlying issues
- D. Create root cause solutions for similar cases

Answer: C

Explanation:

<https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/156>

NEW QUESTION # 121

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 # 122

What one of the following is optional when creating a Catalog workflow?

- A. Managing workflow versions
- B. Approving the workflow
- C. Defining workflow activities
- D. Publishing the workflow

Answer: A

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/workflow-administration/task/t_CrtWkflwNewSvcCtlglftm.html

NEW QUESTION # 123

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- Answer: A**

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