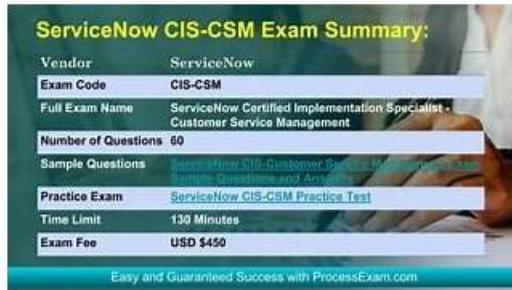


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## ServiceNow Certified Implementation Specialist - Customer Service

## Management Exam Sample Questions (Q59-Q64):

### NEW QUESTION # 59

Matching rules enhance assignment capability by \_\_\_\_\_.

- A. Matching best agent by skill
- B. Matching best agent by availability
- C. Determining if account is a customer or partner
- D. Providing dynamic matching of cases to groups or individuals

**Answer: A**

### NEW QUESTION # 60

Which of the following is correct regarding the social med a channel?

- A. Cases are created automatically from all of the social channels
- B. Cases are NOT created automatically from any of the social channels
- C. Cases cannot be created from any of the social channels
- D. Cases can be created automatically depending on which social channel is used

**Answer: D**

### NEW QUESTION # 61

The available case types are: (Choose two.)

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

**Answer: A,C**

Explanation:

Reference:

[customer-service-management/concept/manage-csm-case-types.html](http://customer-service-management/concept/manage-csm-case-types.html)

### NEW QUESTION # 62

Match the business rule to its function in the Self-Service Portal.

Hot Area:

The screenshot shows a 'Hot Area' for selecting business rules. The interface includes a 'ServiceNow' logo at the top and a 'Hot Area' label. Below is a list of business rules:

After registration request submittal, shows info message to user	Display rule Display request message validate_registration Update account based on reg code
Shows message to remind users to enter correct registration code	Display rule Display request message validate_registration Update account based on reg code
Validates registration code and assigns account based on the registration code	Display rule Display request message validate_registration Update account based on reg code
Checks if the registration is valid based on the user's email address	Display rule Display request message validate_registration Update account based on reg code

**Answer:**

Explanation:

#### Answer Area

After registration request submittal, shows info message to user

Display rule
Display request message
validate_registration
Update account based on reg code

Shows message to remind users to enter a correct registration code

Display rule
Display request message
validate_registration
Update account based on reg code

Validates registration code and assigns account based on the registration code

Display rule
Display request message
validate_registration
Update account based on reg code

Checks if the registration is valid based on the user's email address

Display rule
Display request message
validate_registration
Update account based on reg code

#### Explanation

After registration request submittal, shows info message to user

Display rule
Display request message
validate_registration
Update account based on reg code

Shows message to remind users to enter a correct registration code

Display rule
Display request message
validate_registration
Update account based on reg code

Validates registration code and assigns account based on the registration code

Display rule
Display request message
validate_registration
Update account based on reg code

Checks if the registration is valid based on the user's email address

Display rule
Display request message
validate_registration
Update account based on reg code

#### Explanation

### NEW QUESTION # 63

After installing the Performance Analytics Content Pack for Customer Service, which job must be run to retrieve daily case data from previous months?

- A. Customer Service Daily Data Collection
- B. Customer Service Case Data Collection
- C. Customer Service Historic Data Collection
- D. Customer Service Initial Data Collection

**Answer: C**

## NEW QUESTION # 64

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