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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q221-Q226):

NEW QUESTION # 221

Cost Information on cases is available as part of the Performance Analytics Content Pack for Customer Service.

- A. False
- B. True

Answer: B

NEW QUESTION # 222

Match the definitions for roles relationships.

Answer:

Explanation:

NEW QUESTION # 223

From a security perspective, scoping brings several benefits: (Choose two.)

- A. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- **B. The scope holds the records and acts as a container for the desired Customer Service Management Applications**
- **C. Improves instance security by limiting accessibility to other applications on the instance**
- D. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals

Answer: B,C

NEW QUESTION # 224

The assignment workbench uses configurable matching criteria to evaluate agents in a selected group and provide an overall ranking. What are the different types of criteria available for the assignment workbench?

Choose 3 answers

- A. Availability
- **B. Scripted**
- C. Correlation
- **D. Aggregate**
- **E. Simple Match**

Answer: B,D,E

NEW QUESTION # 225

What is the purpose of the sidebar feature in CSM Configurable Workspace?

- **A. To enable agents to collaborate with other agents or Subject Matter Experts (SMEs) in real-time for faster case resolution**
- B. Enables agents to keep information regarding details of the case visible at all times
- C. Enables agents to access response templates to help them resolve cases faster and more efficiently
- D. Enables managers to discreetly monitor chats between agents and customers

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/administer/conversational-interfaces/concept/exploring-sidebar.html>

NEW QUESTION # 226

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