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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q15-Q20):

NEW QUESTION # 15

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer. CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

- A. The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
- B. The CMDB only tracks CIs, assets cannot be CIs
- C. The CMDB tracks all assets as configuration items (CIs)
- **D. While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs**

Answer: D

NEW QUESTION # 16

Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

- **A. Create cases on behalf of customers**
- B. Manage requests on behalf of customer service agents
- C. Manage major incident communication on behalf of a customer service manager
- D. Manage cases on behalf of customer service agents
- **E. Create requests on behalf of customers**

Answer: A,E

Explanation:

Explanation

NEW QUESTION # 17

What action to be taken if the product has no configurable attributes?

- A. Optimize data in the Install base Item table
- B. Create new child table for Install Base Item
- **C. Store it in the baseline Install Base Item table**
- D. Group into existing extended Install Base Item table

Answer: C

NEW QUESTION # 18

What is the purpose of the Guided Decisions capability?

- A. Provide agents with a knowledge guide
- B. Provide agents with an escalation guide

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