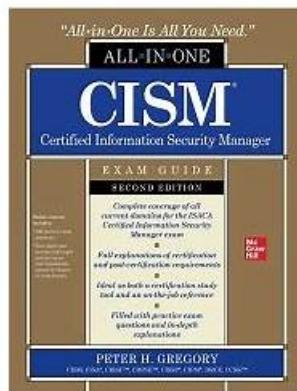


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q130-Q135):

NEW QUESTION # 130

Which of the following is a required field in the Resolution Information tab in order to close a case?

- A. Cause
- B. Closed by
- C. Closed
- D. Resolution notes

Answer: D

NEW QUESTION # 131

The available case types are: (Choose two.)

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

Answer: A,B

Explanation:

Reference:

<customer-service-management/concept/manage-csm-case-types.html>

NEW QUESTION # 132

What action can be performed by a Partner Admin (sn_customerservice.partner_admin) and NOT by a Partner (sn_customerservice partner) in the Customer Service Portal?

- A. Can view assets belonging to their partner accounts
- B. Can create, view, and edit cases for their partner accounts
- C. Can create and update contacts for their partner accounts
- D. Can resolve cases reported by their partner accounts

Answer: A

NEW QUESTION # 133

The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which role is responsible for creating the unique registration code for each account?

- A. Service organization administrator (sn_customerservice.service_organization_admin)
- B. Customer admin (sn_customerservice.customer_admin)
- **C. System administrator (admin)**
- D. Customer Service Manager (sn_customerservice_manager)

Answer: C

NEW QUESTION # 134

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- **A. Define Work Item Queues (Where to route)**
- B. Set the Agent Experience (What agents see in their Workspace inbox)
- C. Define Assignment Rules (How to assign work items)
- D. Configure Service Channels (What to route)

Answer: A

NEW QUESTION # 135

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