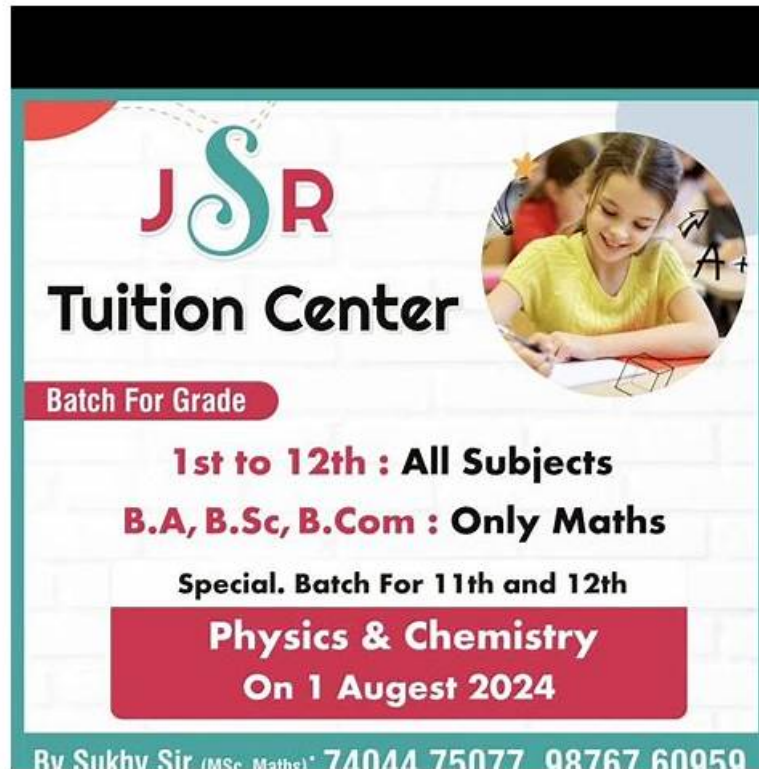


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q225-Q230):

NEW QUESTION # 225

What is a household entity?

- A. Group of users that usually share a common address and use services as a group
- **B. Group of customers that usually share a common address and use services as a group**
- C. Group of consumers that usually share a common address and use services as a group
- D. Group of people that usually share a common address and use services as a group

Answer: B

NEW QUESTION # 226

In the 'Action Status' column on a case list what could a red indicator dot mean? (Choose two.)

- A. Blocked by approval
- **B. Blocked internally and by customer**
- C. Blocked by case task
- **D. Blocked by internally**

Answer: B,D

NEW QUESTION # 227

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

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

Answer: B,D

NEW QUESTION # 228

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

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

Answer: C

Explanation:

Explanation

NEW QUESTION # 229

The available case types are: (Choose two.)

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

Answer: B,C

Explanation:

Reference:

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

NEW QUESTION # 230

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