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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q78-Q83):

NEW QUESTION # 78

_____ is a role for agents who assists consumers with questions, issues, and problems. This user creates, views, and edits cases and works with consumers to resolve cases. Typically supports a specific set of products across one or more communication channels. An agent can belong to one or more agent groups.

Options are :

- A. Consumer Agent [sn_customerservice.consumer_agent]
- B. Customer administrator [sn_customerservice.customer_admin]
- C. Agent manager [sn_customerservice_manager]
- D. Agent [sn_customerservice_agent]

- E. Partner [sn_customerservice.partner]
- F. Customer case manager [sn_customerservice.customer_case_manager]

Answer: A

NEW QUESTION # 79

What will be the state of a case after a customer rejects the solution proposed by an agent?

- A. New
- **B. Open**
- C. Solution Rejected
- D. In Progress

Answer: B

NEW QUESTION # 80

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 # 81

True/False: The Agent Chat [com.glide.interaction.awa] plugin is required for chat in Agent Workspace.

Options are :

- **A. True**
- B. False

Answer: A

NEW QUESTION # 82

When activating the Customer Service Management Demo Data plugin, which case type is available besides product case?

- A. Request
- B. Contract
- C. Monitoring
- D. FAQ
- **E. Order**
- F. Billing

Answer: E

NEW QUESTION # 83

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