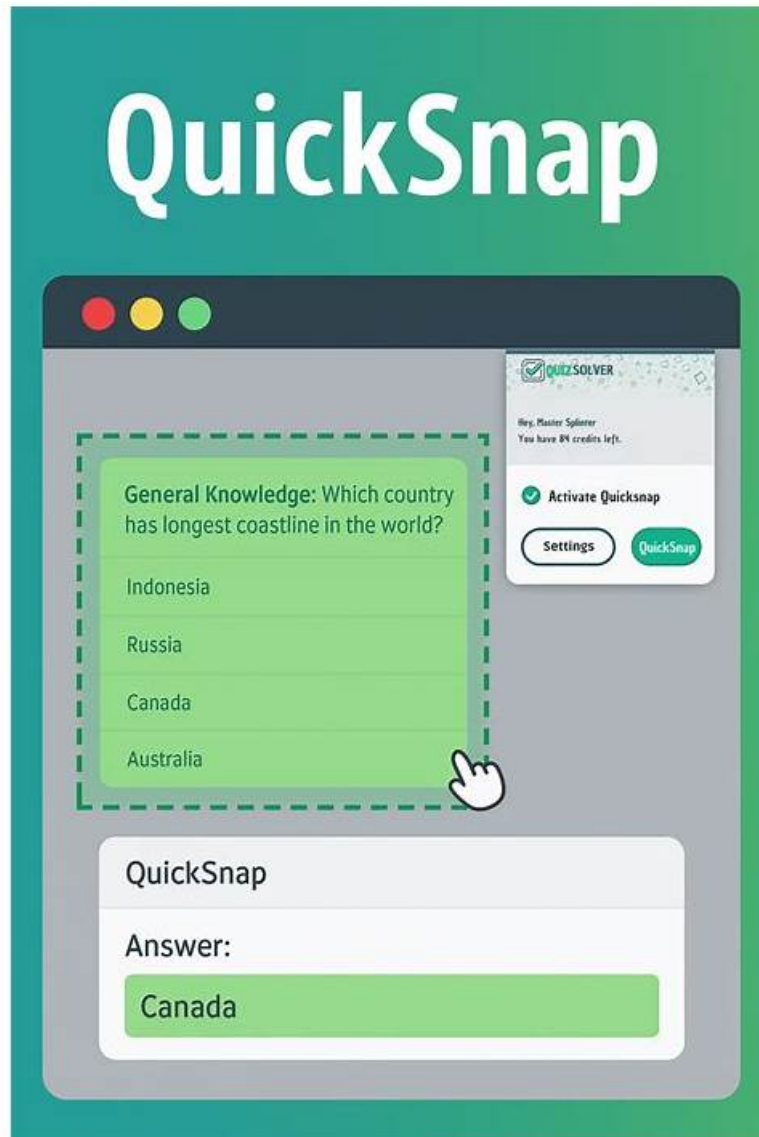


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q245-Q250):

NEW QUESTION # 245

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

Answer: D

NEW QUESTION # 246

When creating or importing assets for CSM, model categories are used to: (Choose three.)

- A. Define whether a Configuration Item (CI) is created when an Asset record is created or vice versa Most Voted
- B. Build a classification structure for product models
- C. Define a link between Asset classes and Configuration Item (CI) classes
- D. Model the configuration options for each product model being sold to customers
- E. Group assets together Most Voted

Answer: A,C,E

NEW QUESTION # 247

What's the purpose of the Deactivate Special Handling Notes Scheduled Job?

- A. Runs weekly and must have the Active checkbox unchecked in order for Special Handling notes to be deleted by the end of the week
- B. Runs at the end of the month and deactivates all Special Handling notes more than 30 days old
- C. Runs on demand by the System Admin who must set specific weekly schedules and set only those that are priority 1-critical to be deactivated
- D. Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates

Answer: D

NEW QUESTION # 248

Which entities combined together make up the Service-aware Install Base?

Choose 3 answers

- A. Install Base Items
- B. Sold Products
- C. Installed Products
- D. MI Assets
- E. Configuration Items

Answer: B,D,E

NEW QUESTION # 249

What are the Critical Success Factors that are related to CSM Suite Implementations? (Choose four.)

- A. Implementation is only as good as the underlying process
- B. Have a clear understanding of the use cases
- C. Define the number of hours needed to develop the associated requirements
- D. Provide consistent service to customers
- E. Define the Business Pain Points

Answer: A,B,C,E

NEW QUESTION # 250

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