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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q80-Q85):

NEW QUESTION # 80

What types of escalation templates can be created?

Choose 2 answers

- A. Consumer
- B. Account
- C. Case
- D. Sold Product

Answer: B,C

NEW QUESTION # 81

What are the ways the Customer Portal Locale feature can be used?

Choose 2 answers

- A. Forward authenticated and guest users to a translated customer service portal
- B. Restrict access to a customer service portal based on where a user is physically located
- C. Ensure only authenticated users can choose a language/locale on a customer service portal
- D. Allow authenticated and guest users to choose a language/locale on a customer service portal

Answer: A,B

NEW QUESTION # 82

Out-of-the-box, cases are automatically closed after how many days?

- A. Cases are not automatically closed by default
- B. 3 days
- C. 5 days
- D. 10 days

Answer: D

NEW QUESTION # 83

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. Manage requests on behalf of customer service agents
- C. Create cases on behalf of customers
- D. Manage cases on behalf of customer service agents
- E. Create requests on behalf of customers

Answer: C,E

NEW QUESTION # 84

What is knowledge article versioning?

- A. The ability to manage and track article updates Most Voted
- B. A content tracker for knowledge articles
- C. A knowledge article publishing guide
- D. A knowledge article numbering guide

Answer: B

NEW QUESTION # 85

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