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### ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q131-Q136):

#### NEW QUESTION # 131

What does NLU stand for?

- A. Natural-Learning URL
- B. Natural-Language URL
- C. Natural-Language Understanding Most Voted
- D. Natural-Learning Userability

**Answer: C**

#### NEW QUESTION # 132

Which of the following are best practice with regard to data imports? (Choose two.)

- A. When importing to multiple instances import to each instance separately.
- B. Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.
- C. Images embedded in Knowledge Articles should be uploaded separately
- D. Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.

**Answer: C,D**

#### NEW QUESTION # 133

Benefits of Proactive Customer Service Operations include: (Choose two.)

- A. Major cases can be eliminated as there will be no Impact to customers
- B. Reduced inbound calls from customers Most Voted
- C. Guaranteed increase in customer satisfaction
- D. Reduction in staff turnover
- E. Reduced Mean Time To Resolve (MTTR) Most Voted

**Answer: B,E**

#### NEW QUESTION # 134

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

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

- F. FAQ

**Answer: A**

### NEW QUESTION # 135

What are the Forum User Types? (Choose three.)

- A. Custom
- B. Moderator
- C. Public
- D. Admin
- E. Registered

**Answer: B,C,E**

Explanation:

Reference:

[customer-communities/concept/communities-permissions.html](https://customer-communities/concept/communities-permissions.html)

### NEW QUESTION # 136

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