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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q28-Q33):

NEW QUESTION # 28

Matching rules enhance assignment capability by _____.

- A. Matching best agent by skill
- **B. Matching best agent by availability**
- C. Determining if account is a customer or partner
- D. Providing dynamic matching of cases to groups or individuals

Answer: B

Explanation:

Explanation

NEW QUESTION # 29

What must a system administrator configure to define a different approval workflow for an escalation request?

- **A. Escalation Rule**
- B. Escalation Decision
- C. Escalation Template
- D. Escalation Reason

Answer: A

NEW QUESTION # 30

Which are the key self-service functions of the Customer Support Portal? (Choose three.)

- **A. Community**
- **B. Service Catalog**
- **C. Knowledge Base**
- D. Open An Incident

Answer: A,B,C

NEW QUESTION # 31

When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

- A. Work notes
- **B. Social Profiles**
- C. Social Channels
- D. Social Logs
- E. Additional comments

Answer: B

NEW QUESTION # 32

When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

- A. Work notes
- B. Social Channels
- **C. Social Logs**
- D. Social Profiles
- E. Additional comments

Answer: C

NEW QUESTION # 33

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