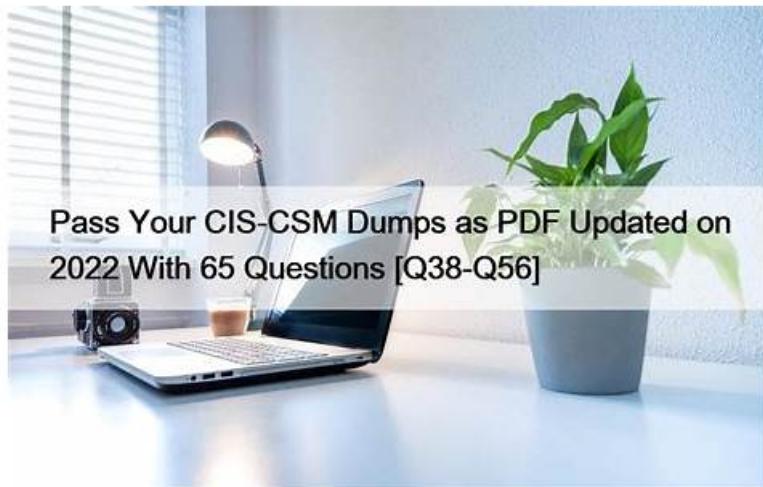


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q245-Q250):

NEW QUESTION # 245

Which of the following roles cannot update a consumer's record?

- A. sn_customerservice.consumer_agent
- B. sn_customerservice_manager
- C. sn_customerservice_agent
- D. admin

Answer: C

Explanation:
Explanation

NEW QUESTION # 246

How many active OpenFrame configurations can you have on an instance?

- A. Unlimited
- B. 0
- C. 1
- D. 2

Answer: A

Explanation:
Explanation

NEW QUESTION # 247

Depending on the CSM application configurations, cases can be assigned to agents manually or by using auto-assignment. Which routing and assignment features leverage matching rules? (Choose two.)

- A. Assignment Workbench
- B. CSM Workspace
- C. State Flows
- D. Assignment Rules

Answer: A,D

NEW QUESTION # 248

Which predefined conversations are available for Customer Service Virtual Agent? (Choose two.)

- A. Close Case
- B. Check Case Status
- C. Create Contact
- D. Get Help with an Order
- E. Get Help with an Asset

Answer: B,D

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/csm-virtual-agent-chatbot.html>

NEW QUESTION # 249

What are benefits of me Conversation History feature? (Choose two.)

- A. Improved customer satisfaction as agents can respond to and resolve customer issues faster
- B. Shorter calls for agents by reducing the time to search for information
- C. A customized admin chat toolbar with emojis for agents to use in chat messages
- D. Better language management by flagging key words and alerting chat managers when agents use one or more of those words

Answer: A,B

NEW QUESTION # 250

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