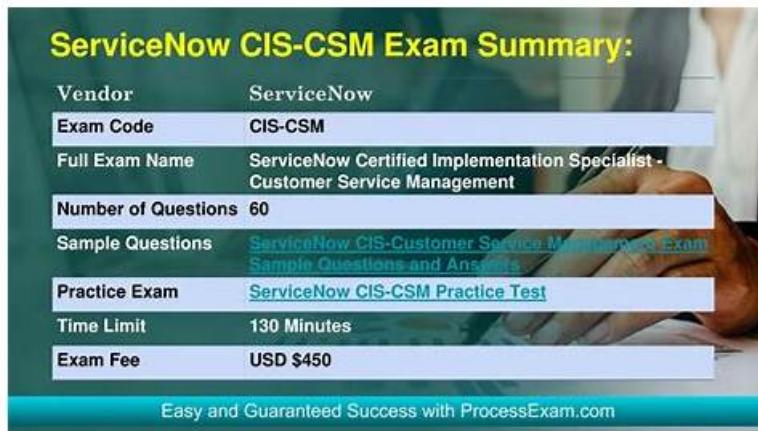


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q89-Q94):

NEW QUESTION # 89

What do blue circles in the timeline of a case form represent?

- A. Triggered SLAs
- B. Activity updates
- C. Customer comments
- D. State changes

Answer: D

NEW QUESTION # 90

Major Issue Management uses which one of the following capabilities?

- A. Record producers
- B. Governance Risk and Control
- **C. Targeted Communications**
- D. Asset management

Answer: C

Explanation:

Explanation

NEW QUESTION # 91

The Customer Support Portal default configuration provides the following channels to interact with customers?
(Choose two.)

- **A. Chat**
- B. Social
- **C. Email**
- D. Web

Answer: A,C

Explanation:

Reference:

customer-service-management/concept/c_CustomerPortalOverview.html

NEW QUESTION # 92

What do blue circles in the timeline of a case form represent?

- A. Comment
- B. Note
- **C. State**
- D. Activity

Answer: C

NEW QUESTION # 93

What functionality is required to automatically close resolved cases if customers do not respond within a specified time?

- A. Auto Close Resolved Cases Flow Designer Flow
- B. Auto Close Resolved Cases Workflow
- **C. Auto Close Resolved Cases Scheduled Job**
- D. Auto Close Resolved Cases Business Rule

Answer: C

NEW QUESTION # 94

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