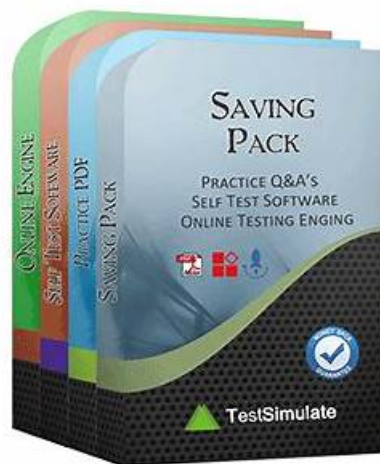


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q211-Q216):

NEW QUESTION # 211

What types of escalation templates can be created?

Choose 2 answers

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

Answer: B,D

NEW QUESTION # 212

What are Special Handling Notes used for?

- **A. Bring important information about individual records to an agent's attention**
- B. Help agents identify in which time zone a contact is located
- C. To ensure customers get the service they are entitled to receive
- D. For agents to view articles and attach them to a case

Answer: A

NEW QUESTION # 213

Which roles can specify both skills and mandatory skills for cases and tasks? (Choose two.)

- A. Partner (sn_customerservice.partner)
- **B. Customer service manager (sn_customerservice_manager) Most Voted**
- **C. Customer service agent (sn_customerservice_agent) Most Voted**
- D. Customer administrator (sn_customerservice.customer_admin)

Answer: B,C

NEW QUESTION # 214

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- **A. B2C**
- B. B2B

Answer: A

NEW QUESTION # 215

Which feature provides easy-to-configure integrations between the Now Platform and third-party Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) tools or platforms?

- A. Active Directory
- B. Web Services
- C. Import Sets

- Answer: D**

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