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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q121-Q126):

NEW QUESTION # 121

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

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

Answer: C

NEW QUESTION # 122

Which services does a Customer (sn_customer.service.customer) have access to? (Choose two.)

- A. Can view assets belonging to their account
- B. Can edit information or roles for existing contacts
- C. Can assign the roles to other contacts in the same account
- D. Can research questions issues, or problems, and create view and edit cases for only their own accounts

Answer: A,D

NEW QUESTION # 123

Match the business rule to its function in the Self-Service Portal.

Hot Area:

servicenow

After registration request submittal, shows info message to user	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Shows message to remind users to enter a correct registration code	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Validates registration code and assigns account based on the registration code	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Checks if the registration is valid based on the user's email address	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>

Answer:

Explanation:

Answer Area

After registration request submittal, shows info message to user

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Shows message to remind users to enter a correct registration code

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Validates registration code and assigns account based on the registration code

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Checks if the registration is valid based on the user's email address

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Explanation

After registration request submittal, shows info message to user

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Shows message to remind users to enter a correct registration code

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Validates registration code and assigns account based on the registration code

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Display rule
Display request message
validate_registration
Update account based on reg code

Checks if the registration is valid based on the user's email address

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Explanation

HOTSPOT

Match the definitions for roles relationships.

Hot Area:

Answer Area

A customer account, a partner account, or both.

▼

Partner

Account

Contact

Consumer

A supported external customer that, sells and supports one or more customers.

▼

Partner

Account

Contact

Consumer

A member of an account.

▼

Partner

Account

Contact

Consumer

A person who purchases goods and services for personal use.

▼

Partner

Account

Contact

Consumer

Answer:

Explanation:

A customer account, a partner account, or both.

	▼
Partner	
Account	
Contact	
Consumer	

A supported external customer that, sells and supports one or more customers.

	▼
Partner	
Account	
Contact	
Consumer	

A member of an account.

	▼
Partner	
Account	
Contact	
Consumer	

A person who purchases goods and services for personal use.

	▼
Partner	
Account	
Contact	
Consumer	

NEW QUESTION # 125

From what places in SN can an agent create a case? (Choose three.)

- A. Customer Service Application
- B. Contact
- C. Account
- D. Chat

Answer: A,B,C

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION # 126

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