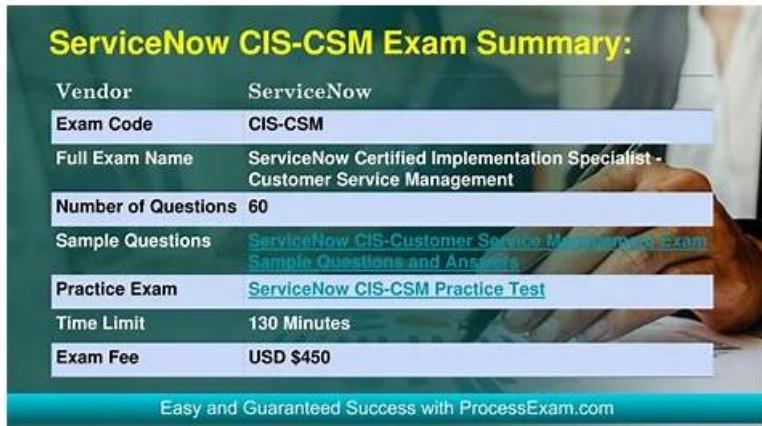


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q68-Q73):

NEW QUESTION # 68

What is the purpose of a Catalog Item variable?

- A. Provides hint to the user on the field
- B. Allows the customer to ask a question
- C. Opens a chat session with customer support
- D. Allows the customer or consumer to qualify their answer

Answer: D

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_CreateAVariableForACatalogItem.html

NEW QUESTION # 69

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

Answer: A

NEW QUESTION # 70

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

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

Answer: A,D

NEW QUESTION # 71

Information in the Case Field 'Contact' is copied to which Incident Field?

- A. User
- B. Caller
- C. Contact
- D. Customer

Answer: B

Explanation:

Reference:

<customer-service-management/reference/csm-integration-sm-incident.html>

NEW QUESTION # 72

What are the different resource matching methods on the Matching Rule form?

Choose 3 answers

- A. Selection Criteria
- B. Scripted
- C. History
- D. Simple
- E. Skill

Answer: A,B,D

NEW QUESTION # 73

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