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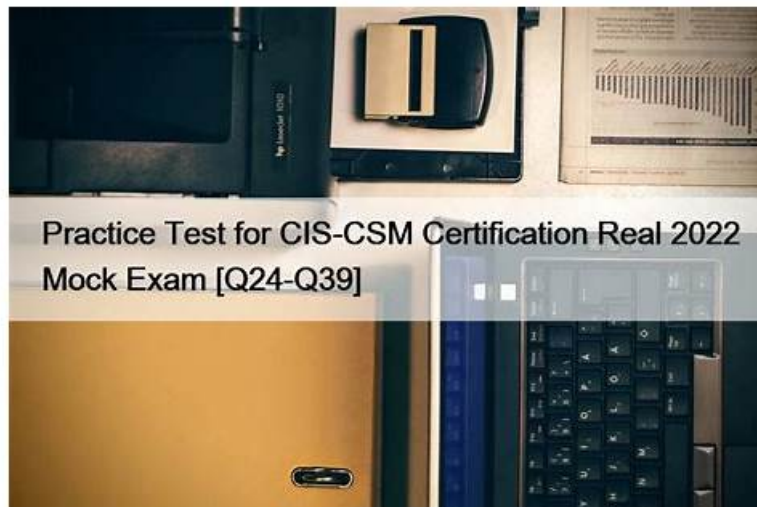


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## ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q110-Q115):

**NEW QUESTION # 110**
From a service provider's perspective, is the following a product or an asset?
A cable modem model that the service provider sells.

- A. Product
- B. Asset

**Answer: A**

**NEW QUESTION # 111**
Which one is NOT a dependency for the Customer Service Plugin?

- A. Skills Management
- B. Task Activities
- C. Communities
- D. Openframe

**Answer: C**


**NEW QUESTION # 112**
Which of the following is correct regarding the social med a channel?

- A. Cases are NOT created automatically from any of the social channels
- B. Cases cannot be created from any of the social channels
- C. Cases can be created automatically depending on which social channel is used
- D. Cases are created automatically from all of the social channels

**Answer: C**


**NEW QUESTION # 113**
Configure chat for Agent Workspace so that agents can interact with their customers. From a chat, agents can:
Options are :

- A. Escalate the chat to another agent
- B. Respond to questions
- C. Escalate the chat to virtual agent
- D. Create a record, such as an incident or a case

**Answer: A,B,D**


**NEW QUESTION # 114**
Which of the following is correct regarding the create contact (consumer) feature in CSM Workspaces?

- A. The create contact (consumer) feature is available in all CSM Workspaces
- B. The create contact (consumer) feature is only available in the Agent Workspace
- C. The create contact (consumer) feature is only available in the CSM Configurable Workspace Most Voted
- D. The create contact (consumer) feature is not available in any of the CSM Workspaces

**Answer: C**


**NEW QUESTION # 115**
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