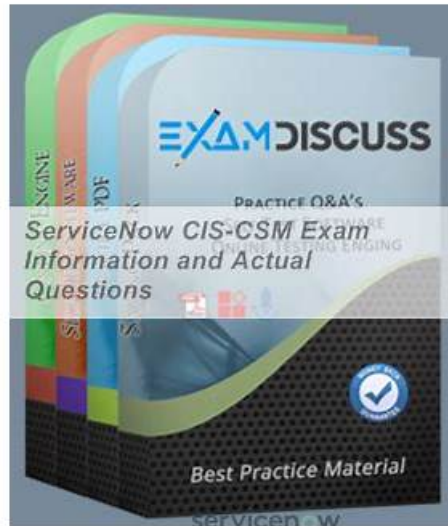


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q91-Q96):

NEW QUESTION # 91

Cost Information on cases is available as part of the Performance Analytics Content Pack for Customer Service.

- A. True
- B. False

Answer: A

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/london-customer-service-management/page/product/customer-service-management/task/view-csm-executive-dashboard.html>

NEW QUESTION # 92

What features are included with the Customer Service Portal?

Choose 3 answers

- A. Header with links for different customer activities such as creating a case
- B. Links to information sources such as the knowledge base, community and customer support
- C. Links to marketing promotions and product coupons
- D. The ability to create new accounts
- E. Search feature to get Information from several repositories

Answer: A,B,E

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/use-the-customer-portal.html>

NEW QUESTION # 93

What is the primary output from the Requirements Gathering workshop?

- A. Stories
- B. Personas
- C. Schedules
- D. Use Cases

Answer: A

NEW QUESTION # 94

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

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

Answer: A

NEW QUESTION # 95

What is the most efficient way to get cases to be closed automatically after a few days?

- A. Set the property `glide.auto.close.cases.resolved` to true
- B. Activate the Auto Close Resolved Cases flow
- C. Create a Scheduled job that looks at the resolved_at date
- D. Create a workflow associated with cases with a timer that changes the state after a few days

Answer: B

NEW QUESTION # 96

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