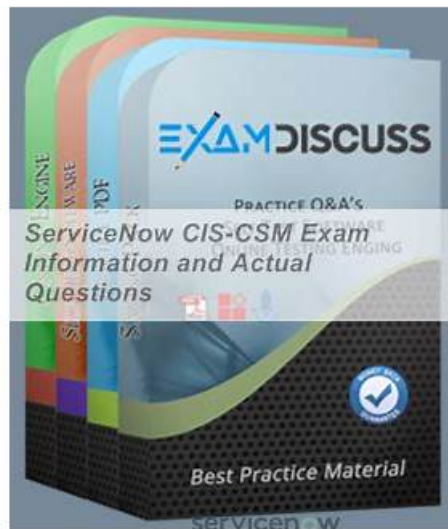


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NEW QUESTION # 110

True/False: The Agent Chat [com.glide.interaction.awa] plugin is required for chat in Agent Workspace.

Options are :

- **A. True**
- B. False

Answer: A

NEW QUESTION # 111

What allows the implementation of phases and tasks to meet performance goals track progress and measure success?

- A. Service Level Agreement Tasks
- B. Performance Analytics Spotlight
- **C. Continual Improvement Management**
- D. Scheduled Reporting

Answer: C

NEW QUESTION # 112

Which of the following options can a survey administrator define on an individual survey? (Choose two.)

- **A. Anonymize responses**
- B. Number of survey reminder notifications
- **C. Trigger conditions Most Voted**
- D. The ability for end users to decline survey assignments

Answer: A,C

NEW QUESTION # 113

From a service provider's perspective, is the following a product or an asset?

A cable modem model that the service provider sells.

- A. Asset
- **B. Product**

Answer: B

NEW QUESTION # 114

Which of the following best describes how the CSM application uses the Asset table?

- A. CSM uses the Product table instead of the ITSM Asset table
- B. CSM uses the Product Model table instead of the ITSM Asset table
- C. Because CSM Assets are managed differently from ITSM Assets. ServiceNow uses different Asset Tables for CSM than it does for ITSM
- D. ServiceNow uses the same Asset table for both CSM and ITSM. however, CSM has a different subset of fields

Answer: D

NEW QUESTION # 115

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