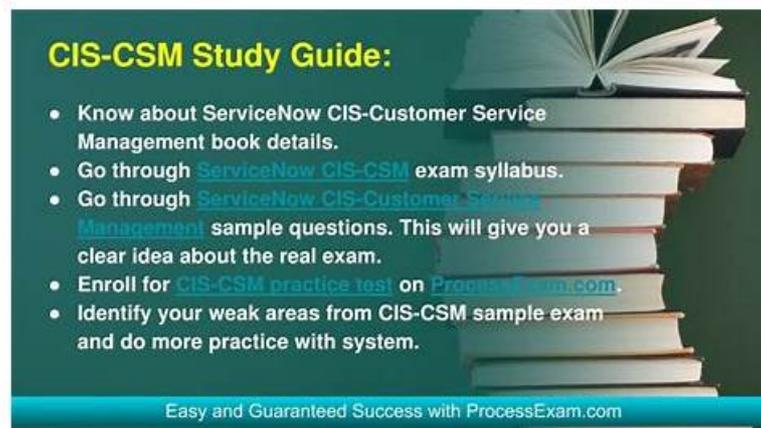


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## ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q160-Q165):

### NEW QUESTION # 160

Major Issue Management uses which one of the following capabilities?

- A. Targeted Communications
- B. Governance Risk and Control
- C. Asset management
- D. Record producers

Answer: A

### NEW QUESTION # 161

Benefits of Proactive Customer Service Operations include: (Choose two.)

- A. Reduced Mean Time To Resolve (MTTR) Most Voted
- B. Major cases can be eliminated as there will be no Impact to customers
- C. Guaranteed increase in customer satisfaction
- D. Reduced inbound calls from customers Most Voted
- E. Reduction in staff turnover

**Answer: A,D**

#### NEW QUESTION # 162

Which role must B2B and B2C customers obtain, at a MINIMUM, to have access to a ServiceNow instance?

- A. Case Creator (sn\_customer service, case creator)
- B. Customer (sn\_customerservice.customer)
- C. External (sn\_external)
- D. Account Contact (sn\_customer.service.account.contact)

**Answer: C**

#### NEW QUESTION # 163

Which of the following are true regarding the Community Portal application? (Choose two.)

- A. Most of the configuration does not require System Administrator role
- B. It is only available to CSM license holders
- C. It is available by default with the Support and Service portals
- D. It is available to any customer with a Community license

**Answer: B,D**

Explanation:

- Licensed for the Customer Service Management application & licensed for HR Service Delivery, so c. is wrong, which makes a. a logical choice - "The roles required to define requirements and set up forums include sn\_communities.admin or sn\_communities.forum\_admin." (d.) Source: - <https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate-communities.html> (licensing) - [https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/reference/r\\_setup-communities-admin.html](https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/reference/r_setup-communities-admin.html)

#### NEW QUESTION # 164

Special Handling Notes can apply to which one of the following based on specific attributes?

- A. Holiday
- B. Contact
- C. VIP
- D. Domain

**Answer: B**

Explanation:

<https://killexams.com/demo-download/ServiceNow-CIS-CSM>

#### NEW QUESTION # 165

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