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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q114-Q119):

NEW QUESTION # 114

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

- A. True
- B. False

Answer: A

Explanation:
Explanation

NEW QUESTION # 115

What is KCS (Knowledge Centered Services)?

- A. A documented methodology to provide a set of best practices for creating and maintaining knowledge Most Voted
- B. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management
- C. A dashboard with specific visualization of the different knowledge bases and categories
- D. An application that helps agents and managers to create cases from Knowledge articles

Answer: A

Explanation:

[https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/concept/knowledge-centred-configuration.html#:~:text=Knowledge%2DCentered%20Service%20\(KCS\),KCS%20\(V6\)%20verified%20product.](https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/concept/knowledge-centred-configuration.html#:~:text=Knowledge%2DCentered%20Service%20(KCS),KCS%20(V6)%20verified%20product.)

NEW QUESTION # 116

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

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

Answer: C

NEW QUESTION # 117

Who can create a customer service case from a community discussion? (Choose two.)

- A. Case Viewer (sn_customerservice.case_viewer)
- B. Partner (sn_customerservice.partner)
- C. Proxy case creator (sn_customerservice.proxy_case_creator)
- D. Customer service agent (sn_customerservice_agent)

Answer: C,D

NEW QUESTION # 118

An entitlement defines the types of support a customer receives. Entitlements are based on a number of standard fields such as product and asset. When Proactive Customer Service Operations is implemented which additional fields could be used?

Choose 2 answers

- A. Contact
- B. Sold product
- C. Business Service
- D. Install base Item
- E. Configuration item

Answer: B,D

NEW QUESTION # 119

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