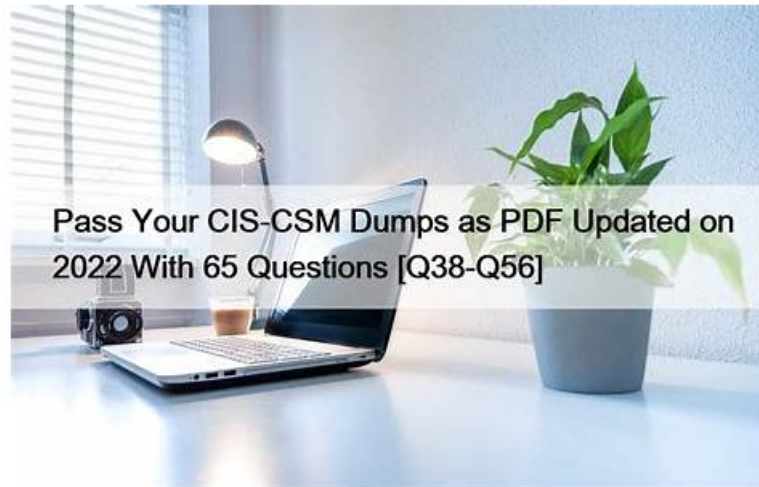


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q231-Q236):

NEW QUESTION # 231

The Customer Support Portal default configuration provides the following channels to interact with customers? (Choose two.)

- A. Social
- B. Web
- C. Email
- D. Chat

Answer: B,C

NEW QUESTION # 232

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

- A. The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
- B. The CMDB only tracks CIs, assets cannot be CIs
- C. The CMDB tracks all assets as configuration items (CIs)
- D. While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs

Answer: D

NEW QUESTION # 233

External content integration is important for agents to be able to access knowledge articles from external sources. ALL external sources must be:

- A. Web-configurable
- B. Web-based
- C. webDAV-compliant
- D. WebDAV-versioned

Answer: C

NEW QUESTION # 234

Matching rules enhance assignment capability by _____.

- A. Determining if account is a customer or partner
- B. Providing dynamic matching of cases to groups or individuals
- C. Matching best agent by availability
- D. Matching best agent by skill

Answer: D

Explanation:

Reference:

[customer-service-management/concept/c_CaseRouting.html](#)

NEW QUESTION # 235

What does Major issue Management use to identify all other customers impacted by a major case?

- A. Customer Product lists
- B. Account lists
- C. Recipient lists
- D. Notify lists

Answer: C

NEW QUESTION # 236

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