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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q82-Q87):

NEW QUESTION # 82

What are the advantages of leading indicators over lagging indicators? (Choose two.)

- A. Prospective Most Voted
- B. Easy to influence
- C. Hard to influence
- D. Retrospective

Answer: A,B

NEW QUESTION # 83

When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

- A. Additional comments
- B. Social Profiles
- C. Social Logs
- D. Social Channels
- E. Work notes

Answer: C

NEW QUESTION # 84

What is required to synchronize fields from a parent to a child case(s)?

- A. No action required, this is a standard Customer Service Management feature
- B. The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
- C. Major Issue Management needs to be installed and certain properties enabled
- D. The role of sn_customerservice.customer_case_manager must be assigned

Answer: C

Explanation:

Reference:

[customer-service-management/task/config-major-case-synchronization.html](https://help.sap.com/docs/SAP_CUSTOMER_SERVICE_MANAGEMENT/192895a2-8080-4760-9000-000000000000/csm-task-config-major-case-synchronization.html)

NEW QUESTION # 85

Which entities combined together make up the Service-aware Install Base?

Choose 3 answers

- A. Install Base Items
- B. Installed Products
- C. Configuration Items
- D. MI Assets
- E. Sold Products

Answer: C,D,E

NEW QUESTION # 86

From what places in SN can an agent create a case? (Choose three.)

- A. Contact
- B. Customer Service Application
- C. Account
- D. Chat

Answer: B,C,D

NEW QUESTION # 87

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