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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q29-Q34):

NEW QUESTION # 29

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

- A. Resolved to Close State
- **B. Auto Close Resolved Cases Most Voted**
- C. Move Resolved Cases to Closed
- D. Close Cases in Resolved state

Answer: B

NEW QUESTION # 30

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- A. Define Assignment Rules (How to assign work items)
- B. Set the Agent Experience (What agents see in their Workspace inbox)
- C. Define Work Item Queues (Where to route)
- D. Configure Service Channels (What to route)

Answer: A

NEW QUESTION # 31

Which of the following is correct regarding the create contact (consumer) feature in CSM Workspaces?

- A. The create contact (consumer) feature is only available in the CSM Configurable Workspace Most Voted
- B. The create contact (consumer) feature is available in all CSM Workspaces
- C. The create contact (consumer) feature is only available in the Agent Workspace
- D. The create contact (consumer) feature is not available in any of the CSM Workspaces

Answer: A

NEW QUESTION # 32

What is a household entity?

- A. Group of users that usually share a common address and use services as a group
- B. Group of consumers that usually share a common address and use services as a group
- C. Group of customers that usually share a common address and use services as a group
- D. Group of people that usually share a common address and use services as a group

Answer: B

NEW QUESTION # 33

Which feature sends an email notification containing a list of relevant knowledge articles to the case submitter and watchlist users associated with the case whenever a case is created?

- A. Proactive Customer Service Operations
- B. Self-Service Analytics
- C. Auto-Responder
- D. Trending Topics

Answer: C

NEW QUESTION # 34

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