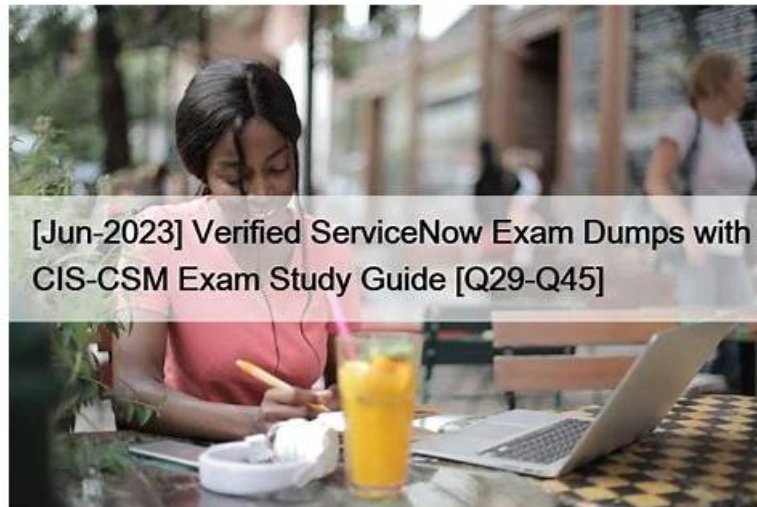


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q185-Q190):

NEW QUESTION # 185

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

- A. True
- B. False

Answer: A

NEW QUESTION # 186

What should be part of the pre-engagement collateral?

- **A. Customer Service roles template**
- B. Frequently Asked Questions (FAQ)
- C. Scoping Guide
- D. Stock Keeping Unit (SKU) and pricing sheet

Answer: A

Explanation:

Explanation/Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/ds-sim.pdf>
(2)

NEW QUESTION # 187

User criteria records may be applied to which knowledge items?

- **A. Knowledge Base and Article**
- B. Knowledge Base and Category
- C. Knowledge Base, Category and Article
- D. Knowledge Base

Answer: A

Explanation:

https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

NEW QUESTION # 188

When integrating Customer Service Management with IT Service management what separate action is required for Request Management?

- A. Activation of the Customer Service plugin (com.sn_customerservice)
- B. Activation of the Customer Service Case Action Status plugin (com.snc.csm_action_status)
- C. Activation of the Customer Service with Service Management plugin (com.sn_cs_sm)
- **D. Activation of the Customer Service with Request Management plugin (com.sn_cs_sm_request)**

Answer: D

NEW QUESTION # 189

Which of the following are channels? (Choose two.)

- A. Contacts
- **B. Web**
- C. Article
- **D. Chat**

Answer: B,D

Explanation:

Reference:

[customer-service-management/concept/configure-csm-omni-channel.html](https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/customer-service-management/concept/configure-csm-omni-channel.html)

NEW QUESTION # 190

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