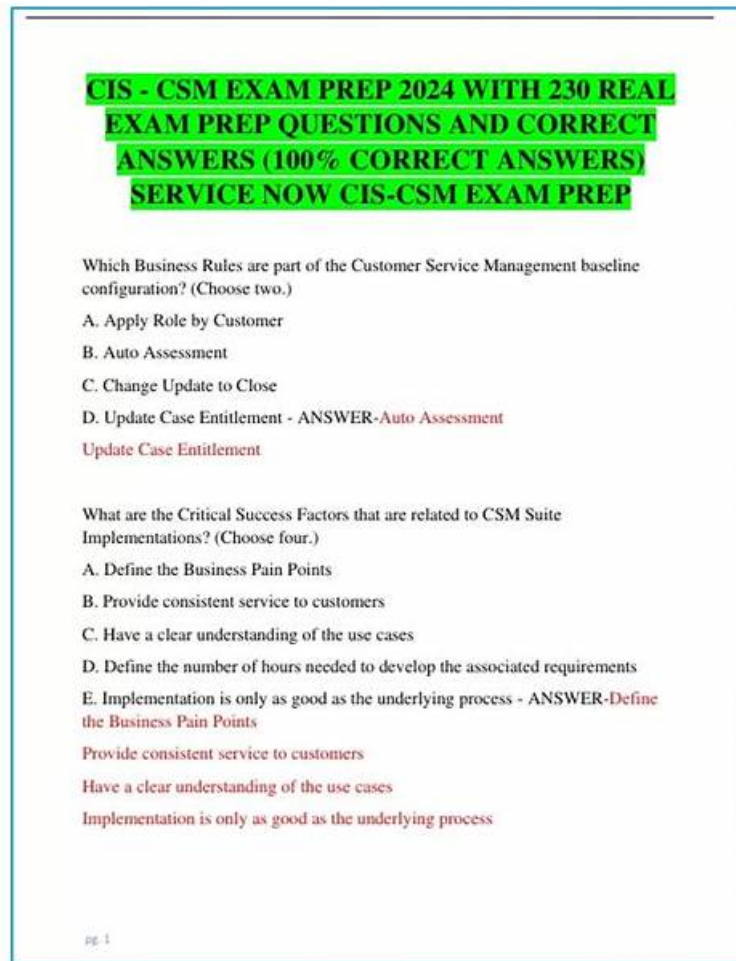


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q143-Q148):

NEW QUESTION # 143

What's the purpose of the Deactivate Special Handling Notes Scheduled Job?

- A. Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates
- B. Runs at the end of the month and deactivates all Special Handling notes more than 30 days old
- C. Runs on demand by the System Admin who must set specific weekly schedules and set only those that are priority 1-critical to be deactivated
- D. Runs weekly and must have the Active checkbox unchecked in order for Special Handling notes to be deleted by the end of the week

Answer: A

NEW QUESTION # 144

Entitlements are counted using two types of units:

- A. Cases and products
- B. Hours and cases
- C. SLAs and contracts
- D. Days and assets

Answer: B

NEW QUESTION # 145

What do blue circles in the timeline of a case form represent?

- A. Note
- B. State
- C. Comment
- D. Activity

Answer: B

NEW QUESTION # 146

From which one of the following can an agent create a CSM Case:

- A. Chat
- B. Human Resource Application
- C. Incident Management
- D. Special Handling Note

Answer: A

Explanation:

Source: <https://docs.servicenow.com/bundle/sandiego-customer-service-management/page/product/customer-service-management/concept/customer-service-case-types.html>

NEW QUESTION # 147

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment

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

NEW QUESTION # 148

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