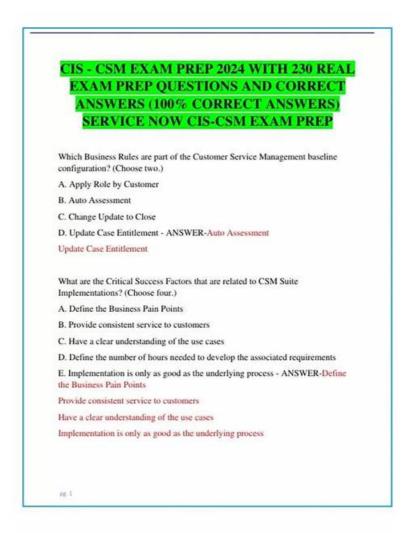
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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q143-Q148):

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

criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- 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)

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Answer: D

NEW QUESTION # 148

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