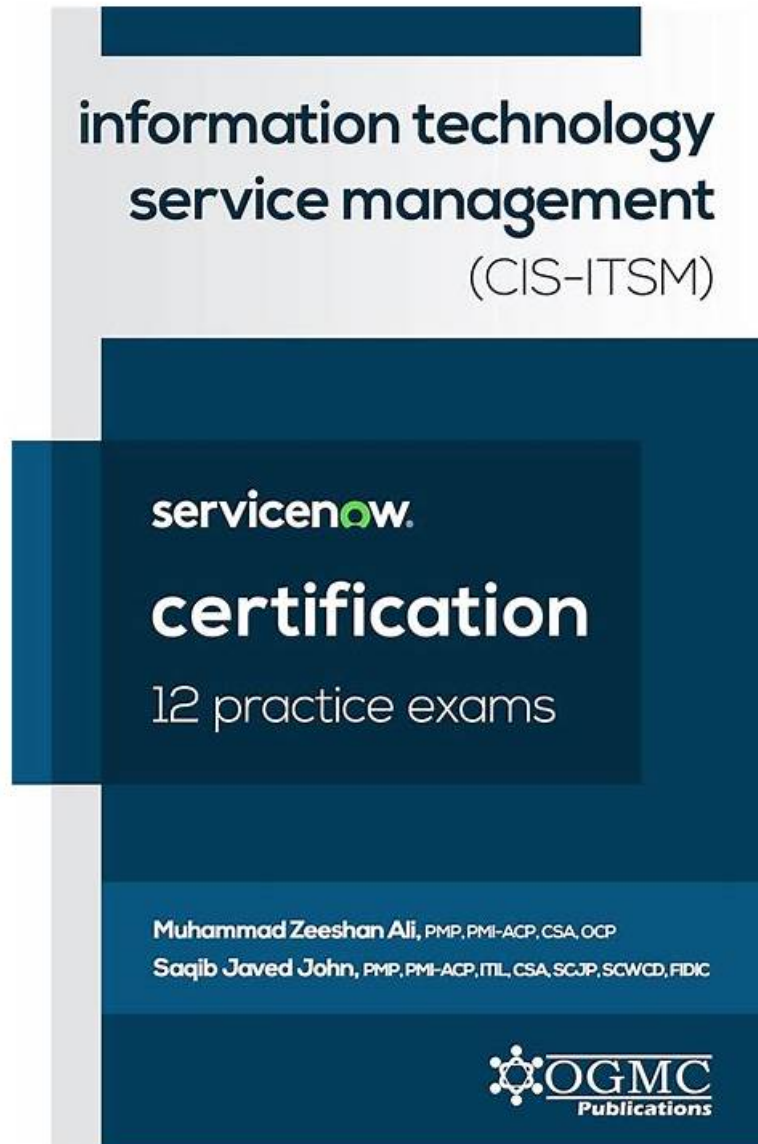


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q37-Q42):

NEW QUESTION # 37

Which social media channels are NOT available out-of-box?

- A. Twitter
- B. Facebook
- C. None of the above
- D. LinkedIn
- E. All of the above

Answer: C

NEW QUESTION # 38

Out-of-the-box, cases are automatically closed after how many days?

- A. 3 days
- B. 10 days
- C. 5 days
- D. Cases are not automatically closed by default

Answer: D

NEW QUESTION # 39

Which one is NOT a dependency for the Customer Service Plugin?

- A. Skills Management
- B. Openframe
- C. Task Activities
- D. Communities

Answer: D

NEW QUESTION # 40

Which aspect of an install base item helps document the details of products installed at a customer location?

- A. Install Base Attributes
- B. Product ID
- C. Sales Records
- D. Service Logs

Answer: A

NEW QUESTION # 41

What must a system administrator configure to define a different approval workflow for an escalation request?

- A. Escalation Template
- B. Escalation Reason
- C. Escalation Rule
- D. Escalation Decision

Answer: A

NEW QUESTION # 42

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