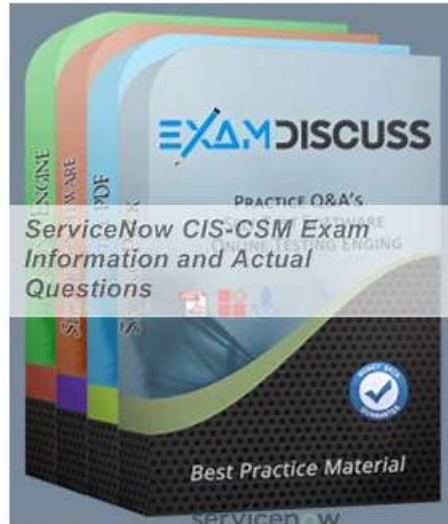


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q95-Q100):

NEW QUESTION # 95

Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

- **A. Consumer self-registration**
- B. Viewing knowledge articles
- C. Open an incident
- D. Live chat

Answer: A

NEW QUESTION # 96

From what places in SN can an agent create a case? (Choose three.)

- **A. Contact**
- **B. Account**
- C. Chat
- **D. Customer Service Application**

Answer: A,B,D

NEW QUESTION # 97

What is the primary output from the Requirements Gathering workshop?

- A. Use Cases
- **B. Stories**
- C. Personas
- D. Schedules

Answer: B

NEW QUESTION # 98

Information in the Case Field 'Contact' is copied to which Incident Field?

- **A. Contact**
- B. Customer
- C. Caller
- D. User

Answer: A

Explanation:

Explanation

NEW QUESTION # 99

Which of the following are true regarding integrating a ServiceNow Knowledge base with external content? (Choose two.)

- **A. Only applications that allow WebDAV connections can be integrated**
- **B. The imported article will have the same category it had in the source knowledge base**
- C. SharePoint blocks this integration

- D. Imported external articles appear as attachments in ServiceNow

Answer: A,B

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge-management/concept/knowledge-external-content-integration.html>

NEW QUESTION # 100

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