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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q258-Q263):

NEW QUESTION # 258

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- A. B2C
- B. B2B

Answer: A

NEW QUESTION # 259

What is required to enable the Follow the sun field on the Customer Service Case form?

- A. The value property on the form must be set to true
- B. The plugin 'com.snc.csm_time_recording' needs to be activated
- C. The value property on the form must be set to true and the field added to the case form
- D. Nothing, it is a standard field

Answer: C

Explanation:

Reference:

customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION # 260

Regarding Account Teams, what is the purpose of marking a role as 'unique'?

- A. The role then becomes a parent responsibility
- B. Ensure there is a dedicated account manager for that account
- C. The role then becomes a child responsibility
- D. Prevent the same role being used on different customer accounts

Answer: C

Explanation:

https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/t_CreateAResponsibilityDefinition.html

NEW QUESTION # 261

Assignment workbench enables customer service managers to assign tasks to agents via configurable criteria known as Matching Rules. Which out-of-the-box configurable criteria can be used? (Choose three.)

- A. Assigned Cases
- B. Agent History

- C. Availability Today
- D. Matching Skills
- E. Agent Affinity

Answer: A,C,D

NEW QUESTION # 262

Who can create a customer service case from a community discussion? (Choose two.)

- A. Proxy case creator (sn_customerservice.proxy_case_creator)
- B. Case Viewer (sn_customerservice.case_viewer)
- C. Customer service agent (sn_customerservice_agent)
- D. Partner (sn_customerservice.partner)

Answer: A,C

NEW QUESTION # 263

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