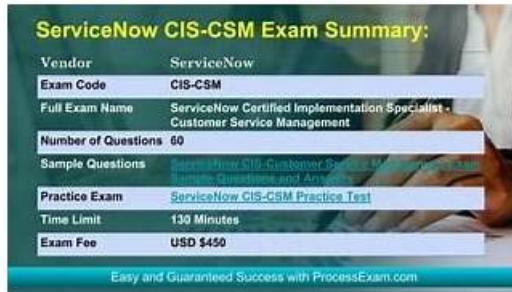


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71

Match the definitions for roles relationships.

Answer:

Explanation:

NEW QUESTION # 72

What are the types of units used to measure entitlements? (Choose two.)

- A. Contract
- B. Hours
- C. Case
- D. Cost

Answer: B,C

Explanation:

Entitlements are counted on a per unit basis. The Unit field on the Service Entitlement form defines the unit type, either cases or hours.

Source: <https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/configure-csm-entitlements.html>

NEW QUESTION # 73

Partner admin (sn_customerservice.partner_admin) contacts have access to:

- A. Both
- B. Their partner accounts
- C. Neither
- D. Their customer account

Answer: A

NEW QUESTION # 74

Which table does the Account (customer_account) table extend?

- A. Service Organization (sn_customer_service_organization)
- B. Company (core company)
- C. Business Location (sn_csm_business_location)
- D. Customer (sn_customer_service_customer)

Answer: B

NEW QUESTION # 75

Which entities combined together make up the Service-aware Install Base?

Choose 3 answers

- A. Install Base Items
- B. Configuration Items
- C. Sold Products
- D. MI Assets
- E. Installed Products

Answer: B,C,D

NEW QUESTION # 76

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