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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q187-Q192):

NEW QUESTION # 187

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

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

Answer: A,C,D

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION # 188

Name a security benefit gained from using scoped applications:

- A. Prevents changes to tables without explicit permission from IT
- B. Limits accessibility to other applications in the Instance
- C. Prevents third party Integrations
- D. Limits the number of update sets that can be applied

Answer: B

NEW QUESTION # 189

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

Answer: B

Explanation:

Reference:

customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION # 190

Which solution must be implemented to let a breakdown dashboard appear as a pop-up window on the case form?

- A. CSM Prediction Results

- B. Service Analytics
- **C. In-form Analytics Most Voted**
- D. Case Spotlight

Answer: C

NEW QUESTION # 191

Which field could be used for classifying different consumer addresses?

- A. Services
- **B. Address Types**
- C. Location
- D. Contact

Answer: B

NEW QUESTION # 192

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