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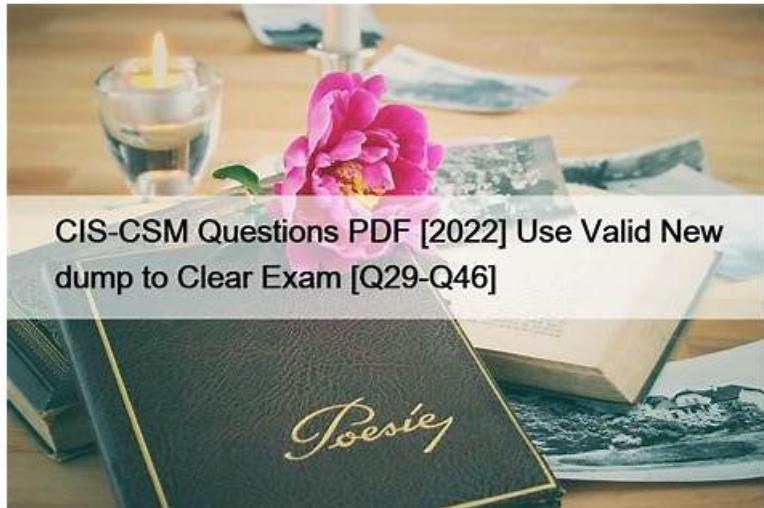

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q84-Q89):

NEW QUESTION # 84
Which roles are considered external?
Choose 2 answers

- A. Partner Admin (sn_customerservice. partner_admin)
- B. Customer Service Agent (sn_customerservice_agent)
- C. Customer Admin (sn_cuslomerservlce.customet_admin)
- D. Consumer Support Agent (sn_customerservice.consumer_agent)

Answer: A,C

NEW QUESTION # 85
An entitlement defines the types of support a customer receives. Entitlements are based on a number of standard fields such as product and asset. When Proactive Customer Service Operations is implemented which additional fields could be used?
Choose 2 answers

- A. Business Service
- B. Configuration item
- C. Sold product
- D. Contact
- E. Install base Item

Answer: C,E

NEW QUESTION # 86
Which are the key self-service functions of the Customer Support Portal? (Choose three.)

- A. Open An Incident
- B. Service Catalog
- C. Knowledge Base
- D. Community

Answer: B,C,D

NEW QUESTION # 87
Special Handling Notes can apply to which one of the following based on specific attributes?

- A. Domain
- B. VIP
- C. Holiday
- D. Contact

Answer: D

NEW QUESTION # 88
When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

- A. Social Logs
- B. Social Profiles
- C. Work notes
- D. Additional comments
- E. Social Channels

Answer: A

NEW QUESTION # 89
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