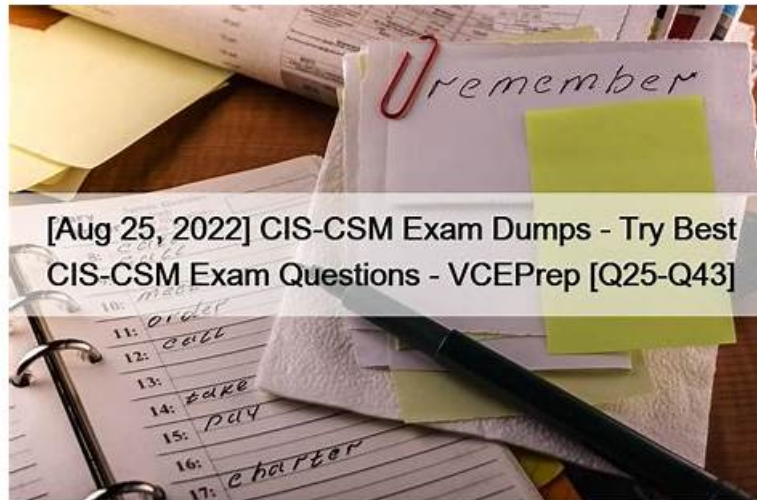


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## ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q16-Q21):

### NEW QUESTION # 16

Which of the following statements is correct when the 'Contact Local Time' field is enabled in a case form?

- A. The field is always based on the system time zone
- B. Agents can use the field to identify if it is the right time to contact customer
- C. The field is not based on the customer's profile time zone
- D. The field is active in the base form

**Answer: C**

### NEW QUESTION # 17

A contact can submit a self-registration request from the customer portal with a registration code. Which of the following roles can approve the request? (Choose three.)

- A. Customer administrator (sn\_customerservice.customer\_admin) Most Voted
- B. Service organization administrator (sn\_customerservice.service\_organization\_admin)
- C. System administrator (admin) Most Voted
- D. Customer service manager (sn\_customerservice\_manager)
- E. Partner administrator [sn\_customerservice.partner\_admon] Most Voted

**Answer: A,C,E**

### NEW QUESTION # 18

What features are included with the Customer Service Portal?

Choose 3 answers

- A. Header with links for different customer activities such as creating a case
- B. The ability to create new accounts
- C. Links to information sources such as the knowledge base, community and customer support
- D. Links to marketing promotions and product coupons
- E. Search feature to get information from several repositories

**Answer: A,C,E**

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/use-the-customer-portal.html>

### NEW QUESTION # 19

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. Agent History
- B. Agent Affinity
- C. Availability Today
- D. Assigned Cases
- E. Matching Skills

**Answer: C,D,E**

### NEW QUESTION # 20

Which services does a Customer (sn\_customerservice.customer) have access to? (Choose two.)

- A. Can edit information or roles for existing contacts
- **B. Can view assets belonging to their account**
- C. Can assign the roles to other contacts in the same account
- **D. Can research questions issues, or problems, and create view and edit cases for only their own accounts**

**Answer: B,D**

## NEW QUESTION # 21

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