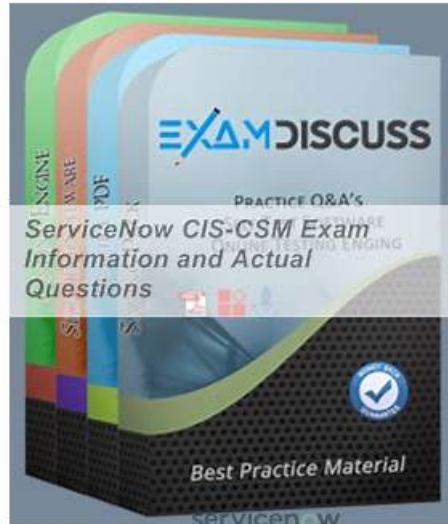


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q188-Q193):

NEW QUESTION # 188

Which of the following are true regarding the Community Portal application? (Choose two.)

- A. It is available by default with the Support and Service portals
- B. It is available to any customer with a Community license
- C. Most of the configuration does not require System Administrator role
- D. It is only available to CSM license holders

Answer: B,D

NEW QUESTION # 189

Which of the following are correct for parent/child synchronization? (Choose two.)

- A. Parent to child cases can be synchronized regardless of which state the case is in
- B. The property to synchronize parent to child cases is automatically enabled
- C. Multiple child cases can be managed from a parent case as in Major Issue Management
- D. The Administrator can choose which fields to synchronize from parent to child cases

Answer: A,C

NEW QUESTION # 190

In Advanced Work Assignment, what does the overflow assignment capability do, if defined?

- A. When one support group reaches capacity the work Item is automatically routed to another group
- B. Uses matching and assignment rules to send work Items to the agent with the most capacity
- C. Uses matching and assignment rules to send won* items to the agent with the highest availability
- D. Routes cases to different groups based on their skill set and availability

Answer: A

NEW QUESTION # 191

When creating or importing assets for CSM, model categories are used to: (Choose three.)

- A. Group assets together Most Voted
- B. Define whether a Configuration Item (CI) is created when an Asset record is created or vice versa Most Voted
- C. Model the configuration options for each product model being sold to customers
- D. Define a link between Asset classes and Configuration Item (CI) classes
- E. Build a classification structure for product models

Answer: A,B,D

NEW QUESTION # 192

What action to be taken if the product has no configurable attributes?

- A. Create new child table for Install Base Item
- B. Group into existing extended Install Base Item table
- C. Optimize data in the Install base Item table
- D. Store it in the baseline Install Base Item table

Answer: D

NEW QUESTION # 193

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