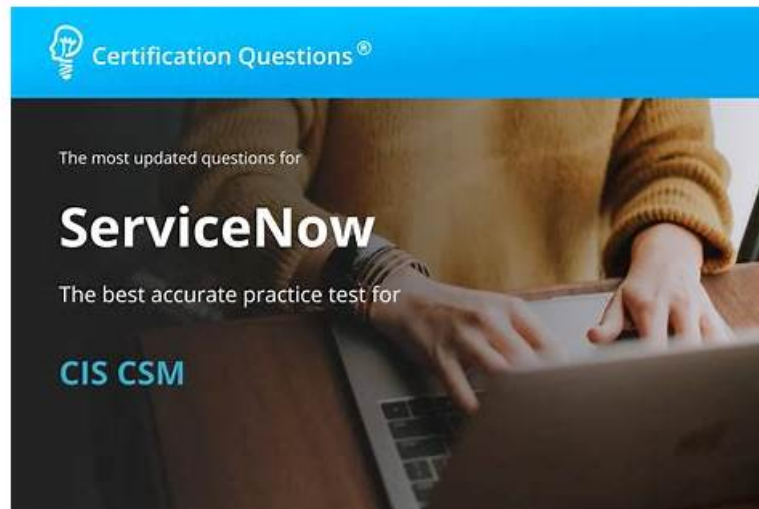


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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q52-Q57):

NEW QUESTION # 52

What is included in an account relationship record?
Choose 3 answers

- A. The account relationship type that this relationship record is based on
- B. A target account
- C. A source account
- D. Primary contact
- E. Parent/Child related records

Answer: A,C,D

NEW QUESTION # 53

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

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

Answer: D

Explanation:

<https://killexams.com/demo-download/ServiceNow-CIS-CSM>

NEW QUESTION # 54

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

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

Answer: D

NEW QUESTION # 55

Contextual Search framework is used for providing Knowledge search results in which of these scenarios?

- **A. Record Producer only**
- B. None of the above
- C. Both portal question entry and Record Producer
- D. Entering question in portal only

Answer: A

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/madrid-platform-administration/page/administer/contextual-search/concept/c_DefineContextualSearch.html

NEW QUESTION # 56

What are some of the influencing factors that will help determine the type of customer support desk structure required? (Choose four.)

- **A. Languages spoken by agents**
- B. Number of customer service portals used
- **C. Number of agents required**
- **D. Number and type of support tools available**
- E. Geographical location of customer
- **F. Knowledge and skills required for agents**

Answer: A,C,D,F

NEW QUESTION # 57

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