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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q76-Q81):

NEW QUESTION #76

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

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

Answer: A,B,D

Explanation:

Reference:

customer-service-management/reference/r CustomerServiceCaseForm.htmlc

NEW QUESTION #77

When implementing Knowledge Product Entitlements, what is enabled when activating the Enable access control of Knowledge Articles system property?

- A. Allows access to knowledge articles that are related to entitlements owned by a customer
- B. Allows access to multi-product line knowledge articles
- C. Allows access to knowledge articles based on customer's security access
- D. Allows access to knowledge articles that are related to products owned by a customer

Answer: D

NEW QUESTION #78

What are features of Customer Service Management? (Choose four.)

- A. Service Contracts
- B. Real-time SLAs
- C. Demand Management
- D. Service Prospecting
- E. Skills-based routing
- F. Timed Audits
- G. Service Entitlements

Answer: B,C,E,G

NEW QUESTION #79

External content integration is important for agents to be able to access knowledge articles from external sources. ALL external sources must be:

- A. Web-based
- B. Web-configurable

- C. webDAV-compilant
- D. WebDAV-versioned

Answer: C

NEW QUESTION #80

What do blue circles in the timeline of a case form represent?

- A. Note
- B. State
- C. Comment
- D. Activity

Answer: B

Explanation: Reference:

customer-service-management/reference/r CustomerServiceCaseTimeline.html

NEW QUESTION #81

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