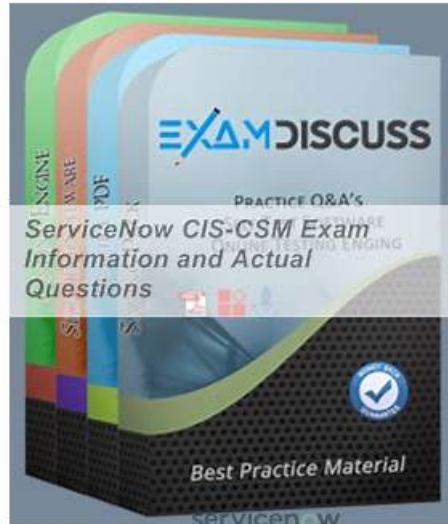


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NEW QUESTION # 94

Major Issue Management uses which one of the following capabilities?

- A. Asset management
- **B. Targeted Communications**
- C. Governance Risk and Control
- D. Record producers

Answer: B

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/major-issue-management.html>

NEW QUESTION # 95

From a security perspective, scoping brings several benefits: (Choose two.)

- A. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- **B. Improves instance security by limiting accessibility to other applications on the instance**
- C. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals
- **D. The scope holds the records and acts as a container for the desired Customer Service Management Applications**

Answer: B,D

NEW QUESTION # 96

ACME corporation wants to use ServiceNow CSM for supporting their customers through Twitter. What CSM entity would you recommend ACME to store the customer's Twitter profile details?

- A. Consumer
- B. Account
- C. Personnel File
- **D. Social Profile**
- E. Not supported

Answer: D

NEW QUESTION # 97

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 # 98

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- A. Define Work Item Queues (Where to route)
- B. Configure Service Channels (What to route)
- C. Set the Agent Experience (What agents see in their Workspace inbox)
- **D. Define Assignment Rules (How to assign work items)**

Answer: D

NEW QUESTION # 99

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