# ServiceNow

## Exam Questions CIS-CSM

ServiceNow Certified Implementation Specialist - Customer Service Management Exam

**NEW QUESTION 1**
What action can be performed by a Partner Admin (sn_customerservice.partner_admin) and NOT by a Partner (sn_customerservice partner) in the Customer Service Portal?

A. Can view assets belonging to their partner accounts
B. Can create, view, and edit cases for their partner accounts
C. Can resolve cases reported by their partner accounts
D. Can create and update contacts for their partner accounts

**Answer:** A


**NEW QUESTION 2**
Which roles are responsible for maintaining account team membership? (Choose two.)

A. Customer Admin [sn_customerservice.customer.admin]
B. Customer Case Manager [sn_customerservice.customer_case_manager]
C. System Administrator [admin]
D. Customer Service Manager [sn_customerservice_manager]

**Answer:** CD


**NEW QUESTION 3**
What does NLU stand for?

A. Natural-Learning Userability
B. Natural-Language Understanding Most Voted
C. Natural-Learning URL
D. Natural-Language URL

**Answer:** B


**NEW QUESTION 4**
Which of the following are true regarding the Community Portal application? (Choose two.)

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

**Answer:** AC

**Explanation:**
 - Licensed for the Customer Service Management application & licensed for HR Service Delivery, so c. is wrong, which makes a. a logical choice - "The roles required to define requirements and set up forums include sn_communities.admin or sn_communities.forum_admin." (d.) Source: - https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate- communities.html (licensing) - https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/reference/r_setup-communities- admin.html(


**NEW QUESTION 5**
What are the conditions that matching rules are based on? (Choose two.)

A. Agent resources best suited to work on a case
B. Specific routing rules
C. Filters set up in advanced work assignment
D. Specific case attributes

**Answer:** AD

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/customer-service-management/concept/c_CaseRouting.html


**NEW QUESTION 6**
Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

A. Manage cases on behalf of customer service agents
B. Create cases on behalf of customers
C. Manage requests on behalf of customer service agents
D. Create requests on behalf of customers
E. Manage major incident communication on behalf of a customer service manager

**Answer:** BD

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/
customer-service-management/concept/employee-create-case-for-customer.html


**NEW QUESTION 7**
Who can create a customer service case from a community discussion? (Choose two.)

A. Customer service agent (sn_customerservice_agent)
B. Proxy case creator (sn_customerservice.proxy_case_creator)
C. Partner (sn_customerservice.partner)
D. Case Viewer (sn_customerservice.case_viewer)

**Answer:** AB

**Explanation:**

Reference: https://docs.servicenow.com/bundle/paris-customer-service-management/page/product/customer-communities/concept/case-management-integration.html


**NEW QUESTION 8**
What is required to enable the Follow the sun field on the Customer Service Case form?

A. Nothing, it is a standard field
B. The value property on the form must be set to true
C. The plugin 'com.snc.csm_time_recording' needs to be activated
D. The value property on the form must be set to true and the field added to the case form

**Answer:** D

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/
customer-service-management/reference/r_CustomerServiceCaseForm.html


**NEW QUESTION 9**
What are the types of units used to measure entitlements? (Choose two.)

A. Hours
B. Contract
C. Cost
D. Case

**Answer:** AD

**Explanation:**
 Entitlements are counted on a per unit basis. The Unit field on the Service Entitlement form defines the unit type, either cases or hours.
Source: https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/configure-csm-entitlements.html


**NEW QUESTION 10**
With the Auto Close Resolved Cases flow enabled, and using its default settings, when will a reminder be sent to a non-responsive customer?

A. After 3 days
B. After 5 days
C. After 1 day
D. After 7 days

**Answer:** B


**NEW QUESTION 10**
Special Handling Notes can apply to which one of the following based on specific attributes?

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

**Answer:** B

**Explanation:**
 https://killexams.com/demo-download/Servicenow-CIS-CSM


**NEW QUESTION 12**
A customer service agent wants to escalate an account but is unable to use the Escalate Account related link on the Account form. What could be the reasons why the customer service agent is not able to use it? (Choose two.)

A. No escalation approval flow is configured

B. The parent account of the account to be escalated is not active
C. The customer service agent is not assigned with the escalation requester role
D. The account already has an open escalation record

**Answer:** CD


**NEW QUESTION 13**
In the 'Action Status' column on a case list, what could a blue indicator dot mean?

A. Needs attention
B. Blocked internally
C. Blocked externally
D. Work in progress

**Answer:** A


**NEW QUESTION 16**
Which of the following are benefits of customer access management? (Choose two.)

A. It increases security by automatically granting access to cases based on access to sold product.
B. It defaults the responsibility for access management to the customer.
C. It defaults the responsibility for access management to the customer service agent.
D. It improves the customer experience by enabling related parties to track and collaborate on cases.

**Answer:** AD


**NEW QUESTION 19**
Upon self-registration through the Consumer Service Portal, a record is created in: (Choose two.)

A. Contact (customer_contact)
B. Consumer User (csm_consumer-user)
C. Consumer (csm_consumer)
D. CSM User (csm_user)

**Answer:** BC


**NEW QUESTION 21**
When working with case types, what is the lowest level in the case type hierarchy called?

A. Leaf-level
B. Decision-level
C. Base-level
D. Sub-level

**Answer:** A


**NEW QUESTION 22**
When are any changes to the platform considered a customization?

A. When they require an implementation spread across all project phases
B. If they are NOT applied through the usage of built-in tools on the Now Platform
C. When they are solely implemented for a custom application
D. When there are business demands for custom functionality that is not offered out-of-the- box

**Answer:** D


**NEW QUESTION 26**
What is a household entity?

A. Group of users that usually share a common address and use services as a group
B. Group of people that usually share a common address and use services as a group
C. Group of customers that usually share a common address and use services as a group
D. Group of consumers that usually share a common address and use services as a group

**Answer:** D


**NEW QUESTION 30**
What are the types of matching criteria for Customer Service? (Choose four.)

A. Matching Skills Most Voted
B. Last Assigned Most Voted
C. Certifications
D. Distance
E. Assigned Cases Most Voted
F. Availability Today Most Voted

G. Partner Hours

**Answer:** ABEF

**NEW QUESTION 33**
What are some benefits that Knowledge Product Entitlement provide? (Choose three.)

A. Reduces call volume
B. Makes it easier for Agents to manage case volume
C. Allows access to Knowledge Articles that are related to products owned by a customer
D. Information about customer's service contract

**Answer:** ABC

**NEW QUESTION 34**
Which role must B2B and B2C customers obtain, at a MINIMUM, to have access to a ServiceNow instance?

A. External (snc_external)
B. Account Contact (sn_cusiometservice.accouni_contactf
C. Cusiomer(sn_customerservice.customer)
D. Case Creator (sn_customer service, case creator)

**Answer:** A

**Explanation:**
 https://vceguide.com/which-role-must-b2b-and-b2c-customers-obtain-at-a-minimum-to-access-to-a-servicenow-instance/

**NEW QUESTION 39**
Which service catalogs are available out-of-the-box in the customer portals? (Choose two.)

A. Partner Service
B. Customer Service
C. Consumer Service
D. Product Service

**Answer:** AB

**NEW QUESTION 42**
Which one is NOT a dependency for the Customer Service Plugin?

A. Task Activities
B. Skills Management
C. Openframe
D. Communities

**Answer:** D

**NEW QUESTION 47**
When integrating Customer Service Management with IT Service management what separate action is required for Request Management?

A. Activation of the Customer Service with Service Management plugin (com.sn_cs_sm)
B. Activation of the Customer Service with Request Management plugin (com.sn_cs_sm_request)
C. Activation of the Customer Service Case Action Status plugin (com.snc.csm_action_status)
D. Activation of the Customer Service plugin (com.sn_customerservice)

**Answer:** B

**NEW QUESTION 51**
Proactive Customer Service Operations works Event Management to proactively monitor and fix issues affecting customers. It can also trigger case workflow's and enable organizations to notify customers whose services or products are impacted by an outage or issue. What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

A. Proactive Prevention
B. Service-Aware Install Base Most Voted
C. Service Reporting
D. Proactive Case Most Voted
E. Service-Aware CMDB
F. Service Monitoring

**Answer:** BDF

**NEW QUESTION 56**
Which of the following roles have permission to create a relationship between a contact and an account? (Choose two.)

A. sn_customerservice_agent

B. sn_customerservice.customer_admm
C. sn_customerservice.partner_admin
D. sn_customerservice_manager
E. admin

**Answer:** DE

**NEW QUESTION 60**
Which of the following are channels? (Choose two.)

A. Contacts
B. Web
C. Chat
D. Article

**Answer:** BC

**Explanation:**
Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/
customer-service-management/concept/configure-csm-omni-channel.html

**NEW QUESTION 61**
What is a supported external customer that, in turn, sells to and supports one or more customers?

A. Partner
B. Account
C. Contact
D. Consumer

**Answer:** A

**NEW QUESTION 64**
Which knowledge records can be configured with User Criteria?

A. Knowledge Base
B. Knowledge Base and Category
C. Knowledge Base, Category and Article
D. Knowledge Base and Article

**Answer:** D

**NEW QUESTION 67**
The ServiceNow Communities feature is only available for customers with ServiceNow Customer Services Management licenses.

A. True
B. False

**Answer:** A

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-release-notes/page/release-notes/customer-servicemanagement/communities-rn.html

**NEW QUESTION 68**
What are the advantages of leading indicators over lagging indicators? (Choose two.)

A. Hard to influence
B. Prospective Most Voted
C. Retrospective
D. Easy to influence

**Answer:** BD

**NEW QUESTION 70**
Which are the key self-service functions of the Customer Support Portal? (Choose three.)

A. Community
B. Knowledge Base
C. Open An Incident
D. Service Catalog

**Answer:** ABD

**Explanation:**

Reference: https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc- type/success/

playbook/self-service-improvement.pdf

**NEW QUESTION 71**
What will be the state of a case after a customer rejects the solution proposed by an agent?

A. In Progress
B. Open Most Voted
C. New
D. Solution Rejected

**Answer:** B

**NEW QUESTION 75**
What's the purpose of the Deactivate Special Handling Notes Scheduled Job?

A. Runs at the end of the month and deactivates all Special Handling notes more than 30 days old
B. Runs weekly and must have the Active checkbox unchecked in order for Special Handling notes to be deleted by the end of the week
C. Runs on demand by the System Admin who must set specific weekly schedules and set only those that are priority 1-critical to be deactivated
D. Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates

**Answer:** D

**Explanation:**
Reference: https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html

**NEW QUESTION 80**
_____ is a role for managing all of the cases in an account and any related child accounts.
Options are :

A. Partner administrator [sn_customerservice.partner_admin]
B. Consumer [sn_customerservice.consumer]
C. Customer [sn_customerservice.customer]
D. Partner [sn_customerservice.partner]
E. Customer case manager [sn_customerservice.customer_case_manager]
F. Customer administrator [sn_customerservice.customer_admin]

**Answer:** E

**NEW QUESTION 83**
When configuring email in Communication Channels, how many outgoing email addresses are supported?

A. One
B. Two
C. Three
D. Unlimited

**Answer:** A

**NEW QUESTION 85**
Entitlements are counted using two types of units:

A. SLAs and contracts
B. Days and assets
C. Cases and products
D. Hours and cases

**Answer:** D

**NEW QUESTION 89**
Which of the following features are specific to CSM Workspaces and will not be found in the Platform UI view? (Choose two.)

A. Special handing notes
B. Lookup and verify
C. Related search
D. Agent assist

**Answer:** BD

**NEW QUESTION 94**
What are the Forum User Types? (Choose three.)

A. Admin
B. Registered
C. Public

D. Custom
E. Moderator

**Answer:** BCE

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/
customer-communities/concept/communities-permissions.html


**NEW QUESTION 98**
Which of the following are best practice with regard to data imports? (Choose two.)

A. When importing to multiple instances import to each instance separately.
B. Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.
C. Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.
D. Images embedded in Knowledge Articles should be uploaded separately

**Answer:** CD


**NEW QUESTION 100**
Regarding Account Teams, what is the purpose of marking a role as 'unique'?

A. The role then becomes a child responsibility
B. Ensure there is a dedicated account manager for that account
C. The role then becomes a parent responsibility
D. Prevent the same role being used on different customer accounts

**Answer:** A

**Explanation:**

 https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-
management/task/t_CreateAResponsibilityDefinition.html


**NEW QUESTION 101**
Major Issue Management uses which one of the following capabilities?

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

**Answer:** B

**Explanation:**

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


**NEW QUESTION 103**
What benefits does scoping an application bring? (Choose three.)

A. CSM teams can move at their desired pace, independent of IT
B. Provides CSM teams autonomy and control
C. CSM application data and business logic is protected from changes by other applications
D. Account records can be changed only while in the CSM scope
E. Changes in different scopes can be addressed in a single update set

**Answer:** ABC


**NEW QUESTION 107**
What is a case?

A. An individual record that handles and routes issues for internal users
B. An Individual record that Is used to identity and create automation opportunities
C. An individual record that is used to identify and resolve a question or issue for an external customer
D. An individual record that handles and resolves incidents tor external customers

**Answer:** C

**Explanation:**
https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/csm-cases-case-tasks-
overview.html#:~:text=Customer%20service%20cases%20store%20information,work%20n ecessary%20to%20resolve%20cases.


**NEW QUESTION 109**
Service providers use business models to support their various customers. What type of customer is supported with the Business-to-Consumer (B2C) model?

A. Individuals
B. Partners
C. Contacts
D. Accounts

**Answer:** A


**NEW QUESTION 112**
What is required to synchronize fields from a parent to a child case(s)?

A. The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
B. Major Issue Management needs to be installed and certain properties enabled
C. No action required, this is a standard Customer Service Management feature
D. The role of sn_customerservice.customer_case_manager must be assigned

**Answer:** B

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/
customer-service-management/task/config-major-case-synchronization.html


**NEW QUESTION 115**
What is the most efficient way to get cases to be dosed automatically after a few days?

A. Set the property glide.auto.close.cases resolved to true
B. Create a workflow associated with cases with a timer that changes the state after a few days
C. Create a Scheduled job that looks at the resolved_at date
D. Activate the Auto Close Resolved Cases flow

**Answer:** D


**NEW QUESTION 117**
Asset classes are defined to allow for logical grouping of assets. There are five asset classes provided to group assets, each Asset class provides unique functionality for that group of Assets in the platform. Which of the following are the asset classes used? (Choose five.)

A. Hardware assets Most Voted
B. Facility assets Most Voted
C. Configuration assets
D. Software licenses assets Most Voted
E. Enterprise Software assets Most Voted
F. Network assets
G. Consumables assets

**Answer:** ABDEG


**NEW QUESTION 122**
Partner admin contacts have access to the data of both their partner accounts and customer accounts.

A. True
B. False

**Answer:** A

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/
customer-service-management/reference/r_RolesInstalledWithCustomerService.html


**NEW QUESTION 127**
What is the purpose of a Catalog Item variable?

A. Allows the customer to ask a question
B. Provides hint to the user on the field
C. Opens a chat session with customer support
D. Allows the customer or consumer to qualify their answer

**Answer:** D

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-it-service- management/page/product/service-
catalogmanagement/task/t_CreateAVariableForACatalogItem.html


**NEW QUESTION 130**
What are some of the influencing factors that will help determine the type of customer support desk structure required? (Choose four.)

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

**Answer:** ACDF

**NEW QUESTION 131**
By default what can customers with the customer (sn_customerservice.customer) role see on the customer service portal? (Choose three.)

A. Assets Most Voted
B. Publications Most Voted
C. Products Most Voted
D. Contacts
E. Contracts

**Answer:** ABC

**NEW QUESTION 136**
From which one of the following can an agent create a CSM Case:

A. Human Resource Application
B. Incident Management
C. Chat
D. Special Handling Note

**Answer:** C

**Explanation:**
Source: https://docs.servicenow.com/bundle/sandiego-customer-service-management/page/product/customer-service-management/concept/customer-service-case-types.html

**NEW QUESTION 137**
In the Customer Service Management space, what does the term asset management mean?

A. Financial, contractual and inventory information of assets
B. A set of business activities and processes used to track assets
C. Tables in the Asset application
D. Tracking products or services customers are using

**Answer:** A

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/assetmanagement/concept/c_AssetManagement.htm

**NEW QUESTION 141**
Which predefined conversations are available for Customer Service Virtual Agent? (Choose two.)

A. Create Contact
B. Check Case Status Most Voted
C. Close Case
D. Get Help with an Order Most Voted
E. Get Help with an Asset

**Answer:** BD

**Explanation:**
https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/csm-virtual-agent-chatbot.html

**NEW QUESTION 145**
What criteria can be used to determine when a new inbound case should be opened?

A. When a new customer is created
B. When an internal problem occurs
C. When a customer has a question or issue to resolve
D. When we have new marketing material for a customer

**Answer:** C

**NEW QUESTION 148**
Which CSM Configurable Workspace feature enables agents to quickly view records in the contextual side panel without switching tabs?

A. Contextual Search
B. Agent Assist
C. Dynamic Related Records
D. Record Information

**Answer:** C


**NEW QUESTION 152**
What are the characteristics of Knowledge Categories?

A. Shareable across KBs: Yes ; Multi-Level: No
B. Shareable across KBs: No ; Multi-Level: Yes
C. Shareable across KBs: No ; Multi-Level: No
D. Shareable across KBs: Yes ; Multi-Level: Yes

**Answer:** B


**NEW QUESTION 154**
Which roles are considered external? (Choose two.)

A. Consumer Support Agent (sn_customerservice.consumer_agent)
B. Customer Admin (sn_customerservice.customer_admin) Most Voted
C. Partner Admin (sn_customerservice.partner_admin) Most Voted
D. Customer Service Agent (sn_customerservice_agent)

**Answer:** BC


**NEW QUESTION 157**
User criteria records may be applied to which knowledge items?

A. Knowledge Base
B. Knowledge Base and Category
C. Knowledge Base and Article
D. Knowledge Base, Category and Article

**Answer:** C

**Explanation:**
 https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html


**NEW QUESTION 159**
Predictive Intelligence improves triage quality by eliminating the guesswork. Predictive Intelligence supports which of the following decisions? (Choose two.)

A. Case Escalation
B. Case State
C. Case Categorization
D. Case Prioritization

**Answer:** CD

**Explanation:**

Reference: https://www.servicenow.com/products/predictive-intelligence.html


**NEW QUESTION 161**
In Workspace Chat, agents have the ability to use quick actions to work more efficiently. What action does the /r quick action perform?

A. Routes the chat towards another group
B. Uses response templates to Insert as text in a conversation
C. Rolls up the current chat history towards an existing case
D. Rejects an incoming chat and moves it automatically to the general queue

**Answer:** B


**NEW QUESTION 165**
The CSM application has a feature that can be used to filter records in CSM-related tables which are accessible by users with CSM roles. This feature makes it unnecessary to create business logic for those persona access the data. What is this feature?

A. CSM Query Rules
B. Data Policies
C. Access Types
D. Filtered Lists

**Answer:** A

**NEW QUESTION 168**
From what places in SN can an agent create a case? (Choose three.)

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

**Answer:** ACD

**Explanation:**
Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/
customer-service-management/reference/r_CustomerServiceCaseForm.htmlc


**NEW QUESTION 172**
Name a security benefit gained from using scoped applications:

A. Prevents changes to tables without explicit permission from IT
B. Prevents third party Integrations
C. Limits the number of update sets that can be applied
D. Limits accessibility to other applications in the Instance

**Answer:** D


**NEW QUESTION 175**
Why does the implementation team need to deliver core functionality to the customer as quickly as possible?

A. To expand the technical reach
B. To facilitate the requirement gathering during the workshops
C. To complete any complex customizations early enough
D. To realize near-term ROI (Return on Investment)

**Answer:** D


**NEW QUESTION 179**
An entitlement defines the types of support a customer receives. Entitlements are based on a number of standard fields such as product and asset. When Proactive Customer Service Operations is implemented which additional fields could be used?
Choose 2 answers

A. Contact
B. Sold product
C. Install base Item
D. Configuration item
E. Business Service

**Answer:** BC


**NEW QUESTION 182**
Entitlements specify the level of service provided to customers.

A. False
B. True

**Answer:** B

**Explanation:**
Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-
management/concept/c_ContractsAndEntitlements.html


**NEW QUESTION 184**
What are the Critical Success Factors that are related to CSM Suite Implementations? (Choose four.)

A. Define the Business Pain Points
B. Provide consistent service to customers
C. Have a clear understanding of the use cases
D. Define the number of hours needed to develop the associated requirements
E. Implementation is only as good as the underlying process

**Answer:** ACDE


**NEW QUESTION 185**
Customer service agents can use Agent Assist to search for information from an interaction. BY DEFAULT, what are the available search sources? (Choose three.)

A. Knowledge articles
B. Service catalog

C. Communities
D. Consumer service portal
E. Customer service portal

**Answer:** ABC

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**NEW QUESTION 190**
Which feature allows an agent to copy reusable messages to case or task forms to provide quick and consistent messages to users?

A. Quick Messages
B. Quick Actions
C. Response Templates
D. Templates

**Answer:** C

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**NEW QUESTION 191**
Customer Service Management Administrators can delegate Contact Administration activities to specific contacts within accounts by assigning specific roles to one or more users. Which of the following roles, if assigned, would allow the user to create contacts?

A. Customer case manager (sn_customerservice.customer_case_manager)
B. Customer account manager (sn_customerservice.customer_account_manager)
C. Customer admin (sn_customerservice.customer_admln) Most Voted
D. Customer (sn_customerservice.customer)

**Answer:** C

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**NEW QUESTION 193**
When creating or importing assets for CSM, model categories are used to: (Choose three.)

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

**Answer:** ABE

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**NEW QUESTION 197**
Which of the following roles cannot update a consumer's record?

A. sn_customerservice_agent
B. sn_customerservice_manager
C. sn_customerservice.consumer_agent
D. admin

**Answer:** A

**Explanation:**

Reference: https://docs.servicenow.com/bundle/orlando-customer-service- management/page/product/customer-service-management/task/create-a-consumer-record.html

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**NEW QUESTION 200**
What does Major issue Management use to identify all other customers impacted by a major case?

A. Account lists
B. Customer Product lists
C. Notify lists
D. Recipient lists

**Answer:** D

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**NEW QUESTION 201**
From which places in ServiceNow can a customer service agent [sn_customerservice_agent] create a case? (Choose three.)

A. Account
B. Incident
C. Customer Service Application
D. Special Handling Note
E. Chat

**Answer:** ACE

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**NEW QUESTION 203**

Depending on the CSM application configurations, cases can be assigned to agents manually or by using auto-assignment. Which routing and assignment features leverage matching rules? (Choose two.)

A. State Flows
B. Assignment Workbench
C. Assignment Rules
D. CSM Workspace

**Answer:** BC


**NEW QUESTION 206**
When working with communication channels, what inbound email flows are available by default? (Choose two.)

A. Create case for product
B. Create case for asset
C. Update case from forward email
D. Create case from email
E. Update case using reply

**Answer:** DE


**NEW QUESTION 208**
Customer service personnel who are allocated the customer service agent (sn_customerservice_agent) role are responsible for which of the following tasks? (Choose four.)

A. Assist customers with questions, issues and problems
B. Create cases
C. Propose major cases
D. View, edit, and work on cases
E. Approve customer contacts
F. Manage customer entitlements

**Answer:** ABCD


**NEW QUESTION 213**
What happens to a case whenever the state of one of the associated IT Service Management records (incident, problem, change) is updated?

A. The case action status changes to Related Task Updated
B. The case escalates to an assignment group as defined in the default escalation template
C. The case work notes are updated automatically
D. The case displays a special handling note highlighting the update

**Answer:** C

**Explanation:**
 https://docs.servicenow.com/en-US/bundle/vancouver-it-service-management/page/product/problem-management/concept/sync-btwn-inci-prob.html


**NEW QUESTION 215**
Depending on which CSM workspace you are operating within, certain steps can be applied to configure the form header. Which of the following is correct regarding form headers in the CSM Configurable workspace?

A. The form headers secondary values can only be displayed above the ribbon components
B. The form header's secondary values can be displayed in the contextual side panel instead of above the ribbon components
C. The form header for the case form can display five levels of field values from the case table
D. The form header's primary values can be displayed in the contextual side panel instead of above the ribbon components

**Answer:** B


**NEW QUESTION 220**
What are the three main components that make up Proactive Customer Service Operations?
Choose 3 answers

A. proactive Case
B. Service-Aware Install Base
C. Service-Aware CMDB
D. Proactive Prevention
E. Service Reporting
F. Service Monitoring

**Answer:** ABE


**NEW QUESTION 221**
As an agent you can report a knowledge gap, if you cannot find relevant articles that could help resolve a case. Which action is required to create the knowledge gap?

A. Document the knowledge gap in the case worn notes and escalate the case
B. Use Related Links on the case form to report a knowledge gap

C. Post a question in one of the various Customer Service Management knowledge bases
D. Use the Create Knowledge button on the case form to report a knowledge gap

**Answer:** B


**NEW QUESTION 225**
What is knowledge article versioning?

A. A content tracker for knowledge articles
B. A knowledge article publishing guide
C. The ability to manage and track article updates Most Voted
D. A knowledge article numbering guide

**Answer:** A


**NEW QUESTION 227**
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