



"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."

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Question: 1

Agents and managers cannot create knowledge articles from Community questions.

- A. True
- B. False

Answer: B

Explanation:

The ownership group for this knowledge article. An ownership group consists of a group of members and a manager who are responsible for approvals, ensuring article quality, and feedback tasks. Ownership groups can publish, edit, and retire knowledge articles that they are associated with.

Reference: <https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledgemanagement/task/create-knowledge-article.html>

Question: 2

Information about a customer's service contract is found in Knowledge.

- A. False
- B. True

Answer: A

Explanation:

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

Question: 3

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

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

Answer: A, C, D

Explanation:

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

Question: 4

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: A, D

Explanation:

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

Question: 5

Matching rules enhance assignment capability by

- A. Matching best agent by availability
- B. Providing dynamic matching of cases to groups or individuals
- C. Determining if account is a customer or partner
- D. Matching best agent by skill

Answer: D

Explanation:

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

Question: 6

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>

Question: 7

Predictive Intelligence improves Case management by:

- A. Predicting what values should have gone into empty fields in historical records
- B. Reducing the number of records needed to accurately predict a value
- C. Replacing legacy routing rules
- D. Predicting Case values without manual intervention

Answer: D

Explanation:

Question: 8

Which of the following is a condition for matching rules?

- A. Agent domain
- B. Assignment
- C. Switching
- D. Specific case attributes

Explanation:

Reference: [https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-rules.html)

[customer-service-management/concept/case-assignment-matching-rules.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/concept/case-assignment-matching-rules.html)

Answer: D

Question: 9

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

- A. Triggered SLAs
- B. State changes
- C. Customer comments
- D. Activity updates

Explanation:

Reference: [https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseTimeline.html)
[customer-service-management/reference/r_CustomerServiceCaseTimeline.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/reference/r_CustomerServiceCaseTimeline.html)

Answer: B

Question: 10

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: C, D

Explanation:

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

Question: 11

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

- A. Apply Role by Customer
- B. Auto Assessment
- C. Change Update to Close
- D. Update Case Entitlement

Answer: B, D

Explanation:

Source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

Question: 12

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: A, C, D, E

Explanation:

Question: 13

What should be emphasized when designing solutions? (Choose three.)

- A. Minimize customizations
- B. Focus Out-of-the-box functionality
- C. Design for Scalability
- D. Mobile friendly functionality

Answer: B, C, D

Explanation:

Question: 14

What role does the Engagement Manager play before the Workshop? (Choose two.)

- A. Project Manager
- B. Acts as intermediary
- C. Provides answers to technical problems
- D. Assists with technical requirements

Answer: A, D

Explanation:

Reference: <https://jobs.jobvite.com/servicenow/job/oKxz8fwl>

Question: 15

What should be part of the pre-engagement collateral?

- A. Frequently Asked Questions (FAQ)
- B. Scoping Guide
- C. Customer Service roles template
- D. Stock Keeping Unit (SKU) and pricing sheet

Answer: C

Explanation:

Reference: https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc_type/data-sheet/dssim.pdf (2)

Question: 16

Articles can provide the following: (Choose three.)

- A. Document current and known issues
- B. Provide answers and responses to common issues or questions
- C. Information about customer's service contract
- D. Share product information

Answer: A, B, D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledgemanagement/topic/p_KnowledgeManagement.html

Question: 17

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

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

Answer: C

Explanation:

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

Question: 18

Which of the following are true regarding integrating a ServiceNow Knowledge base with external content? (Choose two.)

- A. Imported external articles appear as attachments in ServiceNow
- B. Only applications that allow WebDAV connections can be integrated
- C. The imported article will have the same category it had in the source knowledge base
- D. SharePoint blocks this integration

Answer: B, C

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledgemanagement/concept/knowledge-external-content-integration.html>

Question: 19

Access to a Knowledge base or Article can be restricted based on a customer's assets and the product models using which of the following? (Choose two.)

- A. Knowledge Product Entitlements
- B. Data Policy
- C. ACL
- D. User Criteria

Answer: A

Explanation:

Question: 20

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: A, B, C

Explanation:

Question: 21

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

Explanation:

Question: 22

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: B, D

Explanation:

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

Question: 23

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

Question: 24

What one of the following is optional when creating a Catalog workflow?

- A. Publishing the workflow

- B. Defining workflow activities
- C. Approving the workflow
- D. Managing workflow versions

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/workflowadministration/task/t_CrtWkflwNewSvcCtlgItm.html

Question: 25

What module is used to create Case Record Producers?

- A. Case Record Producers
- B. Edit Records
- C. Record Producers
- D. Maintain Records

Answer: C

Explanation:

Question: 26

Which one is NOT a dependency for the Customer Service Plugin?

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

Answer: D

Explanation:

Question: 27

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

Answer: D

Explanation:

Question: 28

Which social media channels are NOT available out-of-box?

- A. Facebook
- B. Twitter
- C. LinkedIn
- D. All of the above
- E. None of the above

Answer: C

Explanation:

Question: 29

What is the equivalent of NOT selecting any group, when configuring multiple active configurations of OpenFrame?

- A. Selecting all the groups
- B. Selecting none of the groups
- C. Missing configuration
- D. Misconfigured

Answer: A

Explanation:

Question: 30

How many outbound email accounts are supported in Customer Service Management?

- A. One
- B. Unlimited
- C. Two
- D. One per business service

Answer: A

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=8c8a948f1bc3cc50ada243f6fe4bcba4

Question: 31

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

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

Answer: B, C, E, G

Explanation:

Question: 32

What are the Forum User Types? (Choose three.)

- A. Admin
- B. Registered
- C. Public
- D. Custom
- E. Moderator

Answer: B, C, E

Explanation:

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

Question: 33

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: A, C

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

Question: 34

If only one user reports a content for moderation, the content will be hidden.

- A. True
- B. False

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-communities/task/approve-reject-content.html>

Question: 35

The available case types are: (Choose two.)

- A. Product Support
- B. Order
- C. Product
- D. Support

Answer: B, C

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/manage-csm-case-types.html>

Question: 36

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

Question: 37

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

Question: 38

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>

Question: 39

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>

Question: 40

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>

Question: 41

HOTSPOT

Match the definitions for roles relationships.

Hot Area:

Answer Area

A customer account a partner account or both.

▼

Partner
Account
Contact
Consumer

A supported external customer

that, sells and supports one or more customers.

Partner
Account
Contact
Consumer

A member of an account.

▼

Partner
Account
Contact
Consumer

A person who purchases goods and services For personal use.

▼

Partner
Account
Contact
Consumer

Answer:

Explanation:

Answer Area

A customer account, a partner account, or both,

- Partner
- Account
- Contact
- Consumer

A supported external customer that, sells and supports one or more customers.

- 1
- Partner
- Account

A member of an account:

- Contact
- Consumer

- Partner
- Account
- Contact
- Consumer

A person who purchases goods and services for personal use

- Partner
- Account
- Contact
- Consumer

Question: 42

Which of the following functions can be completed when using the Field Service Management Application on a mobile device offline? (Choose three.)

- A. Manage requests
- B. Execute assigned tasks
- C. Close work orders
- D. Manage cases
- E. Manage assets

Answer: B, C, D

Explanation:

When your mobile device is offline, you can execute assigned tasks at the task location, manage assets, track the time stamp of updated tasks, and close work orders and work order tasks. The data for tasks performed offline is stored in the device cache and synchronized when the device goes online.

Reference: <https://docs.servicenow.com/bundle/madrid-field-service-management/page/product/field-servicemanagement/concept/mobile-experience-fsm.html>

Question: 43

Information in the Case Field 'Contact' is copied to which Incident Field?

- A. Contact
- B. User
- C. Customer

D. Caller

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/csm-integration-sm-incident.html>

Question: 44

How many active OpenFrame configurations can you have on an instance?

- A. 2
- B. Unlimited
- C. 1
- D. 3

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/jakarta-customer-service-management/page/product/customer-service-management/task/t_CreateAnOpenFrameConfiguration.html

Question: 45

What are common types of application record data that are imported during a CSM data migration? (Choose two.)

- A. Knowledge Article
- B. Accounts
- C. Chat
- D. Case works

Answer: A, B

Explanation:

Question: 46

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: A, B, D

Explanation:

Reference: https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc_type/success/playbook/self-service-improvement.pdf

Question: 47

Which of the following are channels? (Choose two.)

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

Answer: B, C

Explanation:

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

Question: 48

Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

- A. Open an incident
- B. Viewing knowledge articles
- C. Live chat
- D. Consumer self-registration

Answer: D

Explanation:

Source: <https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html>

Question: 49

The Customer Support Portal default configuration provides the following channels to interact with customers?

(Choose two.)

- A. Web
- B. Social
- C. Chat

D. Email

Answer: C, D

Explanation:

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

Question: 50

HOTSPOT

Match the business rule to its function in the Self-Service Portal. Hot Area:

Answer Area

After registration request submittal, shows info message to user

▼
Display rule
Display request message
validate_registrar! on
Update account based On rep, code

Shows message to remind users to enter a correct registration code

▼
Display rule
Display request message
validate.registration
Update account based on reg code

Validates registration code and assigns account based on the registration code

▼
Display rule
Display request message
validate .registration
Undate account based on res code

Checks if the registration is valid based on the user's email address

▼
Display rule
Display request message
valid ate_registration
Update account based on reg code

Answer:

Explanation:

After registration request submittal,
shows info message to user

- Display rule
- Display request message
- validarejeregistration
- Update account based on reR code

Shows message to remind users to enter a
correct registration code

- Display rule
- Display request message
- validate ^registration
- Update account based no reg code

Validates registration code and assigns
account based on the registration code

- Display rule
- Display request message
- validatejeregistiatiion
- Update account based on reg code

Checks if the registration is valid based on the
user's email address

- Display r ule
- Display request message
- validate_regismrion
- Update account based on res code

Reference:

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

Question: 51

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>

Question: 52

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- A. B2C

B. B2B

Answer: A

Explanation:

Question: 53

If the CSM Demo Data Plugin has been installed what are two options either of which will prepare that instance to be used as part of the release path to production? (Choose two.)

- A. Zboot the instance
- B. Disable the Case Interceptor
- C. Remove the Demo Data via a HI Request
- D. Clone back to this instance from a valid instance

Answer: C, D

Explanation:

<https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/use-consumer-service-portal.html>

Question: 54

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

Explanation:

Question: 55

From a service provider's perspective, is the following a product or an asset?
A cable modem model that the service provider sells.

- A. Product
- B. Asset

Answer: A

Explanation:

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

Question: 56

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

Question: 57

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: C, D

Explanation:

Question: 58

Cost Information on cases is available as part of the Performance Analytics Content Pack for Customer Service.

- A. True
- B. False

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/london-customer-service-management/page/product/customer-service-management/task/view-csm-executive-dashboard.html>

Question: 59

Configure chat for Agent Workspace so that agents can interact with their customers. From a chat, agents can:

Options are :

- A. Escalate the chat to virtual agent
- B. Create a record, such as an incident or a case
- C. Escalate the chat to another agent
- D. Respond to questions

Answer: B, C, D

Explanation:

Question: 60

_____ is a role for agents who assists consumers with questions, issues, and problems. This user creates, views, and edits cases and works with consumers to resolve cases. Typically supports a specific set of products across one or more communication channels. An agent can belong to one or more agent groups.

Options are :

- A. Partner [sn_customerservice.partner]
- B. Agent [sn_customerservice_agent]
- C. Consumer Agent [sn_customerservice.consumer_agent]
- D. Agent manager [sn_customerservice_manager]
- E. Customer case manager [sn_customerservice.customer_case_manager]
- F. Customer administrator [sn_customerservice.customer_admin]

Answer: C

Explanation:

Question: 61

Special handling notes property: Width of the Special Handling Notes pop-up window in pixels, default 500 px.

Options are :

- A. sn_shn.max_num_alerts
- B. sn_shn.note_preferences
- C. sn_shn.popup_width

Answer: C

Explanation:

Question: 62

Is the Customer Service Social Integration plugin (com.sn_cs_social) activated as part of the Customer Service Management plugin?

Options are :

- A. Maybe
- B. No
- C. Yes
- D. I don't know

Answer: C

Explanation:

Question: 63

True/False: The Agent Chat [com.glide.interaction.awa] plugin is required for chat in Agent Workspace.

Options are :

- A. False
- B. True

Answer: B

Explanation:

Question: 64

_____ 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

Explanation:

Question: 65

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

Question: 66

What is the purpose of the Guided Decisions capability?

- A. Provide agents with an escalation guide
- B. Guide agents through account management
- C. Dynamically guide agents to help resolve complex cases
- D. Provide agents with a knowledge guide

Answer: C

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/concept/guided-decisions.html>

Question: 67

Which feature enables you to quickly identify high-priority tasks based on multiple dimensions, not just by a single field value like priority?

- A. Case Performance
- B. Case Analytics
- C. Case Digest
- D. Case Spotlight

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-now-intelligence/page/use/performance-analytics/concept/put-spotlight-on-records.html>

Question: 68

During which Now Create stage are workshops conducted?

- A. Execute
- B. Initiate
- C. Deliver
- D. Plan
- E. Close

Answer: D

Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/now-create-ebook.pdf>

Question: 69

Which application must be activated to enable customers to check in on-line for future appointments?

- A. Business Location
- B. Walk-Up Experience

- C. Field Service Management
- D. Service Organization

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/task/csm-walkup-enable-appt-booking.html>

Question: 70

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: A, C, D, F

Explanation:

Question: 71

What is the default value in the Channel field when a new case is opened by a customer in the Service Catalog, using the Customer Service Portal?

- A. Web
- B. Catalog
- C. Portal
- D. Virtual Agent

Answer: A

Explanation:

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

Question: 72

When activating the Customer Service Management Demo Data plugin, which case type is available besides product case?

- A. Order
- B. Contract
- C. FAQ
- D. Monitoring
- E. Request
- F. Billing

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/administer/atf-quick-start-tests/reference/quick-start-tests-csm.html>

Question: 73

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

Question: 74

What does the Agent Whisper function do?

- A. Lets agents and chat supervisors have a conversation without the requester knowing
- B. Lets the chat supervisors have a conversation with the requester without the agent knowing
- C. Lets agents have chat conversations with other agents without the requester knowing
- D. Lets agents and requesters have a conversation without the chat supervisor knowing

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/workspace/concept/agent-whisper-overview.html>

Question: 75

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: B, C

Explanation:

Question: 76

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: A, B

Explanation:

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

Question: 77

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

Explanation:

Question: 78

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

Explanation:

Question: 79

The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which role is responsible for creating the unique registration code for each account?

- A. Customer Service Manager (sn_customerservice_manager)
- B. System administrator (admin)
- C. Service organization administrator (sn_customerservice.service_organization_admin)
- D. Customer admin (sn_customerservice.customer_admin)

Answer: B

Explanation:

Question: 80

What action is required to enable agents to create an incident record for a case?

- A. They must be assigned with the read role for incident
- B. They must be assigned with the itil role
- C. They must be assigned with the snc_internal role
- D. They must be assigned with the sn_customerservice.itsm_contributor role

Answer: B

Explanation:

Question: 81

In the 'Action Status' column on a case list what could a red indicator dot mean? (Choose two.)

- A. Blocked by approval
- B. Blocked by case task
- C. Blocked internally and by customer
- D. Blocked by internally

Answer: C, D

Explanation:

Question: 82

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

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

Answer: A, C

Explanation:

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

Question: 83

When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

- A. Social Channels
- B. Social Profiles
- C. Social Logs
- D. Work notes
- E. Additional comments

Answer: C

Explanation:

Question: 84

Once a major case candidate is approved a major case is created. What then happens to the customer case?

- A. The customer case becomes a child case of the major case
- B. The customer case will be automatically closed
- C. The customer case becomes the parent case of the major case
- D. The customer case will automatically be related to a problem

Answer: C

Explanation:

Question: 85

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

- A. Hours
- B. Contract
- C. Cost

D. Case

Answer: A, D

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>

Question: 86

Which of the following roles can update a consumer's record? (Choose two.)

- A. Consumer Support Agent {sn_customerservice.consumer_agent}
- B. Customer Service Manager (sn_customerservice_manager)
- C. Customer Service Agent (sn_customerservice_agent)
- D. Customer (sn_customerservice.customer)

Answer: A, D

Explanation:

Question: 87

Which of the following statements is correct when the 'Contact Local Time' field is enabled in a case form?

- A. The field is not based of the customers profile time zone
- B. The field is active in the base form
- C. The field is always based on the system time zone
- D. Agents can use the field to identify if it is the right time to contact customer

Answer: A

Explanation:

Question: 88

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

- A. The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
- B. The CMDB only tracks CIs, assets cannot be CIs
- C. While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs
- D. The CMDB tracks all assets as configuration items (CIs)

Answer: C

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/hardware-asset-management/concept/work-with-asset-ci.html>

Question: 89

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

Question: 90

Assignment workbench enables customer service managers to assign tasks to agents via configurable criteria known as Matching Rules. Which out-of-the-box configurable criteria can be used? (Choose three.)

- A. Assigned Cases
- B. Agent Affinity
- C. Availability Today
- D. Matching Skills
- E. Agent History

Answer: A, C, D

Explanation:

Question: 91

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

Explanation:

Question: 92

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

Explanation:

Question: 93

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

Explanation:

Question: 94

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. Set the Agent Experience (What agents see in their Workspace inbox)

- B. Define Assignment Rules (How to assign work items)
- C. Define Work Item Queues (Where to route)
- D. Configure Service Channels (What to route)

Answer: B

Explanation:

Question: 95

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

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

Answer: A, D

Explanation:

Question: 96

Partner admin (sn_customerservice.partner_admin) contacts have access to:

- A. Their customer account
- B. Their partner accounts
- C. Both
- D. Neither

Answer: C

Explanation:

Question: 97

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: A, B

Explanation:

Question: 98

To which entities can Special Handling Notes be applied out of the box?

- A. Consumer
- B. Entitlement
- C. Sold Product

Answer: A

Explanation:

Question: 99

Which capabilities does the integration with Microsoft Outlook add-in offer? (Choose two.)

- A. Escalate a case on the add-in panel of Outlook
- B. Register the sender of an email as contact
- C. As the Microsoft Outlook user, register yourself as self-contributor
- D. Create cases using email content in Outlook for the customer contact

Answer: B, D

Explanation:

Question: 100

In the Customer Service Management space what defines the term asset?

- A. A physical item
- B. A specific product instance supported for a customer
- C. A product that a company supports
- D. A resource that allows a business service

Answer: B

Explanation:

Question: 101

Out-of-the-box, cases are automatically closed after how many days?

- A. 3 days
- B. 5 days
- C. 10 days
- D. Cases are not automatically closed by default

Answer: D

Explanation:

Question: 102

Which of the following child case states would cause parent - child case synchronization to fail?

Choose 3 answers

- A. Cancelled
- B. Resolved
- C. Awaiting Info
- D. In Progress
- E. Closed
- F. New

Answer: C, D, E

Explanation:

Question: 103

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

Answer: B

Explanation:

Question: 104

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: A, B, E

Explanation:

Question: 105

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

Explanation:

Question: 106

The assignment workbench uses configurable matching criteria to evaluate agents in a selected group and provide an overall ranking. What are the different types of criteria available for the assignment workbench?

Choose 3 answers

- A. Correlation
- B. Simple Match
- C. Scripted
- D. Availability
- E. Aggregate

Answer: B, C, E

Explanation:

Question: 107

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>

Question: 108

Based on which out-of-box attributes can Special Handling Notes be applied to cases?

Choose 3 answers

- A. Product Model
- B. Account
- C. Service Contract
- D. Contact
- E. Install Base Item

Answer: A, B, D

Explanation:

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

Question: 109

Now Create provides a prescriptive methodology, leading practices, and accelerators to help with ServiceNow implementations and upgrades How many sequential project phases and exit gates are there in the Now Create Methodology?

- A. Four
- B. Three
- C. Six
- D. Five

Answer: D

Explanation:

E-book see 223. <https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/222>

Question: 110

What features are included with the Customer Service Portal?

Choose 3 answers

- A. Header with links for different customer activities such as creating a case
- B. Search feature to get Information from several repositories
- C. Links to information sources such as the knowledge base, community and customer support
- D. Links to marketing promotions and product coupons
- E. The ability to create new accounts

Answer: A, B, C

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/use-the-customer-portal.html>

Question: 111

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>

Question: 112

Using the out-of-the-box major issue management process flow, a consumer service agent proposes an existing case in the Open state as a major case candidate. The major case candidate has a consumer defined and is approved by the customer service manager What happens to the major case candidate?

- A. The major case candidate is closed and a new major case is created
- B. The major case candidate becomes the major case
- C. The major case candidate requires an approval from the major issue manager
- D. A new major case is created and the major case candidate is added as a child to the major case

Answer: D

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/major-candidate-child-case-types.html>

Question: 113

Which of the following are benefits that may be gained from using communities?

Choose 3 answers

- A. Reduce support costs
- B. Engagement with Customers
- C. Get product feedback
- D. Reduce cost per sales
- E. Increase marketing effectiveness

Answer: A, B, C

Explanation:

Question: 114

What functionality is required to automatically close resolved cases if customers do not respond within a specified time?

- A. Auto Close Resolved Cases Workflow
- B. Auto Close Resolved Cases Flow Designer Flow
- C. Auto Close Resolved Cases Business Rule
- D. Auto Close Resolved Cases Scheduled Job

Answer: D

Explanation:

Question: 115

Customer Service Trending Topics is a capability that enables companies to use Predictive Intelligence to quickly pinpoint factors driving up case volume and act to mitigate them. Which of the following would be a benefit of using Predictive Intelligence Customer Service Trending Topics?

- A. A guaranteed reduction in call volume per month
- B. Eliminate the need for more traditional performance analytics
- C. Auto-generate clusters of cases that point to similar underlying issues
- D. Create root cause solutions for similar cases

Answer: C

Explanation:

<https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/156>

Question: 116

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

Question: 117

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.accounti_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/>

Question: 118

A consumer service agent receives and accepts a case which was created by a consumer. The agent needs and requests more information from the consumer. After receiving the information, the agent proposes a solution that is accepted by the consumer Given this scenario, what is the chronological order of case states used to manage this case?

- A. New > Work in Progress > On Hold > Work in Progress > Resolved > Closed
- B. Open > Pending > Work in Progress > Resolved > Closed
- C. New > Open > Work in Progress > Solution Proposed > Closed
- D. New > Open > Awaiting Info > Open > Resolved > Closed

Answer: D

Explanation:

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

Question: 119

When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed?

Choose 2 answers

- A. Choose the NLU service provider
- B. In the NLU Settings configure the Entity confidence threshold
- C. Enable NLU in Virtual Agent
- D. In the NLU Settings configure the Intent confidence threshold

Answer: A, C

Explanation:

Question: 120

Which of the following best describes how the CSM application uses the Asset table?

- A. CSM uses the Product table instead of the ITSM Asset table
- B. Because CSM Assets are managed differently from ITSM Assets. ServiceNow uses different Asset Tables foe CSM than it does for ITSM
- C. ServiceNow uses the same Asset table for both CSM and ITSM. however, CSM has a different subset of fields

D. CSM uses the Product Model table instead of the ITSM Asset table

Answer: C

Explanation:

Question: 121

What is the specific type of catalog item called that allows users to create any type of task, such as CASES, from the Service Catalog?

- A. Catalog item
- B. Service Catalog Request
- C. Request Item
- D. Record Producer

Answer: D

Explanation:

https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/service-catalog-management/concept/c_RecordProducer.html

Question: 122

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

Explanation:

Question: 123

How can multiple service catalogs be made available on the Customer Service Portal?

- A. Include them in the list of service catalogs on the Customer Service Portal record
- B. Add them to the list of service catalogs in the Customer Service Portal header widget options
- C. Create user criteria for each of the applicable service catalogs
- D. Only the Customer Service service catalog can be used on the Customer Service Portal

Answer: A

Explanation:

Question: 124

What is the purpose of the sidebar feature in CSM Configurable Workspace?

- A. Enables managers to discreetly monitor chats between agents and customers
- B. Enables agents to access response templates to help them resolve cases faster and more efficiently
- C. To enable agents to collaborate with other agents or Subject Matter Experts (SMEs) in real-time for faster case resolution
- D. Enables agents to keep information regarding details of the case visible at all times

Answer: C

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/administer/conversational-interfaces/concept/exploring-sidebar.html>

Question: 125

Which roles are considered external?

Choose 2 answers

- A. Partner Admin (sn_customerservice.partner_admin)
- B. Customer Admin (sn_cuslomerservlce.customet_admin)
- C. Customer Service Agent (sn_customerservice_agent)
- D. Consumer Support Agent (sn_customerservice.consumer_agent)

Answer: A, B

Explanation:

Question: 126

What are available matching criteria for case assignment in Customer Service Management? Choose 3 answers

- A. Assigned Cases
- B. Distance
- C. Partner Hours
- D. Certifications
- E. Matching Skills
- F. Availability Today

Answer: A, E, F

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-criteria.html>

Question: 127

Which feature enables employees to request support for themselves and for external customers?

- A. Account Management
- B. Responsibility Definitions
- C. Contributor Users
- D. Business Locations

Answer: C

Explanation:

Question: 128

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

Explanation:

Question: 129

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

Explanation:

Question: 130

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

Explanation:

Question: 131

Advanced Work Assignment assigns work to agents based on their availability, capacity, and skills.

Agent Affinity enhances the Advanced Work Assignment process by adding additional agent details organized by affinity type. Which of these are these affinity types?

Choose 3 answers

- A. Skill seniority
- B. Account team responsibility
- C. Related task
- D. Historical
- E. Product expertise

Answer: B, C, D

Explanation:

<https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/128>

Question: 132

An Account Relationship is based on a defined account relationship type. Users with the System

Administrator role can define two types of relationships:

Choose 2 answers

- A. Partner-to-customer
- B. Customer-to-Consumer
- C. Account-to-account
- D. Partner-to-account
- E. Account-to-customer

Answer: C, D

Explanation:

Question: 133

Which ServiceNow products can be integrated out-of-the-box with CSM?

Choose 3 answers

- A. Risk Wana9ementl

- B. ITOM Event Management
- C. DevOps
- D. Financial Management
- E. Strategic Portfolio Management

Answer: B, D, E

Explanation:

<https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/integrate-csm-other-applics.html>

Question: 134

What is a case?

- A. An individual record that handles and routes issues for internal users
- B. An Individual record that is used to identify 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 for 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%20necessary%20to%20resolve%20cases.>

Question: 135

Out-of-box, which functionality handles state transitioning for case management?

- A. Business Rules
- B. Flows
- C. Workflows
- D. State Flows

Answer: D

Explanation:

Question: 136

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 work 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

Explanation:

Question: 137

What types of escalation templates can be created?

Choose 2 answers

- A. Account
- B. Sold Product
- C. Consumer
- D. Case

Answer: A, D

Explanation:

Question: 138

Which of the following allows you to install out-of-the-box Customer Service Management applications within your ServiceNow instance?

Choose 2 answers

- A. Store APPs
- B. XML unloads
- C. Update Sets
- D. Plugins

Answer: A, D

Explanation:

Store Apps: The exclusive source for Now Certified enterprise workflow apps from partners that complement and extend ServiceNow.

- Plugins: Plugins are software components that provide specific features and functionalities within a ServiceNow instance.

https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/plugins/concept/c_ServiceNowPlugins.html

https://store.servicenow.com/sn_appstore_store.do#!/store/aboutus

Question: 139

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 that are related to products owned by a customer
- D. Allows access to knowledge articles based on customer's security access

Answer: C

Explanation:

Question: 140

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: B, C

Explanation:

Question: 141

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

- A. webDAV-compilant
- B. Web-based
- C. WebDAV-versioned
- D. Web-configurable

Answer: A

Explanation:

Question: 142

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

Explanation:

Question: 143

What are the different resource matching methods on the Matching Rule form?

Choose 3 answers

- A. Skill
- B. History
- C. Scripted
- D. Selection Criteria
- E. Simple

Answer: C, D, E

Explanation:

Question: 144

What are the three out-of-the-box playbooks for CSM?

Choose 3 answers

- A. Case Playbook for product Support
- B. Case playbook for Onboarding
- C. Case playbook for Billing
- D. Case playbook for Accounts
- E. Case playbook for Complaints

Answer: A, B, E

Explanation:

<https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/customer-service-case-playbooks.html>

Question: 145

External customers can view the problem, change, and request records associated with their customer service cases from the Customer and Consumer Service Portals. What can they approve in relation to cases via the portals?

- A. Change Records and Request Records
- B. Request Records and Escalations
- C. Problem Records and Incident Records
- D. Problem Records and Escalations

Answer: A

Explanation:

Question: 146

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: C, D

Explanation:

Question: 147

Viewing a customer's install base in the CSM Workspaces enables customer service agents to: (Choose two.)

- A. Close an upsell of related products and services not yet purchased by a customer Most Voted
- B. See the detailed configurations of the products and services deployed for a customer to determine the action needed Most Voted
- C. Trace Information provided in a case to the right product or service to which it relates
- D. Monitor related operational services and configuration items that affect service health

Answer: A, B

Explanation:

Question: 148

What is KCS (Knowledge Centered Services)?

- A. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management
- B. A documented methodology to provide a set of best practices for creating and maintaining knowledge Most Voted
- C. A dashboard with specific visualization of the different knowledge bases and categories
- D. An application that helps agents and managers to create cases from Knowledge articles

Answer: B

Explanation:

[https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/concept/knowledge-centred-configuration.html#:~:text=Knowledge%2DCentered%20Service%20\(KCS\),KCS%20\(V6\)%20verified%20product.](https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/concept/knowledge-centred-configuration.html#:~:text=Knowledge%2DCentered%20Service%20(KCS),KCS%20(V6)%20verified%20product.)

Question: 149

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: B, C

Explanation:

Question: 150

What determines how an escalation request is processed?

- A. Escalation Rule
- B. Escalation Template
- C. Escalation Severity
- D. Escalation Justification

Answer: B

Explanation:

Question: 151

Which roles can specify both skills and mandatory skills for cases and tasks? (Choose two.)

- A. Customer service manager (sn_customerservice_manager) Most Voted
- B. Customer service agent (sn_customerservice_agent) Most Voted
- C. Customer administrator (sn_customerservice.customer_admin)
- D. Partner (sn_customerservice.partner)

Answer: A, B

Explanation:

Question: 152

Which predefined conversations are available for Customer Service Virtual Agent? (Choose two.) A. Create Contact

- B. Check Case Status
- C. Close Case
- D. Get Help with an Order
- E. Get Help with an Asset

Answer: B, D

Explanation:

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

Question: 153

Which roles can propose a case as a Major Case candidate? (Choose three.)

- A. Proxy contact (sn_customerservice.proxy_contact)
- B. Customer case manager (sn_customerservice.customer_case_manager)
- C. Customer service manager (sn_customerservice_manager) Most Voted
- D. Customer service agent (sn_customerservice_agent) Most Voted
- E. Major issue manager (sn_majorissue_mgt.major_issue_manager)

Answer: C, D, E

Explanation:

Question: 154

For security purposes certain roles cannot be assigned to a group or individual at the same time.

Which of the following two roles would be restricted?

- A. snc_internai and snc_external
- B. snc_internal and sn_customerservice.consumer_agent
- C. snc_internal and sn_customerservice_agent
- D. snc_external and sn_customerservice.customer

Answer: A

Explanation:

Question: 155

Advanced Work Assignment (AWA) automatically routes and assigns work items to agents based on which of the following rules? (Choose four.)

- A. Experience
- B. Skills
- C. Availability
- D. Shifts
- E. Capacity
- F. Products

Answer: B, C, D, E

Explanation:

Question: 156

What are Special Handling Notes used for?

- A. Bring important information about individual records to an agent's attention
- B. For agents to view articles and attach them to a case
- C. To ensure customers get the service they are entitled to receive
- D. Help agents identify in which time zone a contact is located

Answer: A

Explanation:

Question: 157

A contact can submit a self-registration request from the customer portal with a registration code.

Which of the following roles can approve the request? (Choose three.)

- A. Customer service manager (sn_customerservice_manager)
- B. System administrator (admin) Most Voted
- C. Customer administrator (sn_customerservice.customer_admin) Most Voted
- D. Partner administrator [sn_customerservice.partner_admon] Most Voted
- E. Service organization administrator (sn_customerservice.service_organization_admin)

Answer: B, C, D

Explanation:

Question: 158

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

Explanation:

Question: 159

What are benefits of the Conversation History feature? (Choose two.)

- A. Shorter calls for agents by reducing the time to search for information
- B. A customized admin chat toolbar with emojis for agents to use in chat messages
- C. Improved customer satisfaction as agents can respond to and resolve customer issues faster
- D. Better language management by flagging key words and alerting chat managers when agents use one or more of those words

Answer: A, C

Explanation:

Question: 160

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: A, C, E

Explanation:

Question: 161

What allows the implementation of phases and tasks to meet performance goals track progress and measure success?

- A. Performance Analytics Spotlight
- B. Scheduled Reporting
- C. Service Level Agreement Tasks
- D. Continual Improvement Management

Answer: D

Explanation:

Question: 162

Which of the following is correct regarding the social media channel?

- A. Cases cannot be created from any of the social channels
- B. Cases are NOT created automatically from any of the social channels
- C. Cases can be created automatically depending on which social channel is used
- D. Cases are created automatically from all of the social channels

Answer: C

Explanation:

Question: 163

In ServiceNow's CSM Application, what is an interaction?

- A. Any configuration item that has been made accessible to customers
- B. A record that a Customer Service Agent uses to identify and resolve a question or an issue for an external customer
- C. A binding agreement between two parties
- D. A request for assistance made through a chat, phone call, or walk-up

Answer: D

Explanation:

Question: 164

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: A, D

Explanation:

Question: 165

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: A, B, C, D

Explanation:

Question: 166

On the Customer Service Portal which personas can see work orders from their company hierarchy? (Choose two.)

- A. Partner admin
- B. Partner contact
- C. Customer admin
- D. Customer contact

Answer: A, C

Explanation:

Question: 167

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

Explanation:

Question: 168

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

Explanation:

Question: 169

What is the benefit of a phased release approach?

- A. Team members schedules are able to synchronize
- B. More time to develop stories
- C. Working across multiple systems of record
- D. Delivery of core functionality quickly

Answer: D

Explanation:

Question: 170

Service-aware Install Base consists of which entities? (Choose three.)

- A. Installed Products
- B. Install Base Items

- C. Assets
- D. Sold Products
- E. Configuration Items

Answer: A, B, D

Explanation:

Question: 171

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

Explanation:

Question: 172

Which table must be extended when creating a new case type?

- A. Case (sn_customerservice_case)
- B. Case Task (sn_customerservice_case_task)
- C. Task (task)
- D. Case Type (sn_case_type)

Answer: A

Explanation:

Question: 173

Which services does a Customer (sn_customerservice.customer) have access to? (Choose two.) A. Can research questions issues, or problems, and create view and edit cases for only their own accounts

- B. Can assign the roles to other contacts in the same account
- C. Can view assets belonging to their account
- D. Can edit information or roles for existing contacts

Answer: A, C

Explanation:

Question: 174

After installing the Performance Analytics Content Pack for Customer Service, which job must be run to retrieve daily case data from previous months?

- A. Customer Service Historic Data Collection
- B. Customer Service Initial Data Collection
- C. Customer Service Daily Data Collection
- D. Customer Service Case Data Collection

Answer: A

Explanation:

Question: 175

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

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

Answer: B, D

Explanation:

Question: 176

To which recipient types can targeted communications (publications) be sent? (Choose two.)

- A. Outsourced Service Providers
- B. Contacts
- C. Internal users
- D. Households

Answer: B, C

Explanation:

Question: 177

What does viewing a customer's install base enable customer service agents to do? (Choose two.)

- A. See the detailed configurations of the products and services deployed for a customer to determine the action needed
- B. Monitor alerts for operational services and configuration items that affect service health
- C. Trace information provided in a case to the right product or service to which it relates
- D. Close an upsell of related products and services not yet purchased by a customer

Answer: A, C

Explanation:

Question: 178

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: B, D

Explanation:

Question: 179

The ServiceNow add-in for Microsoft Outlook enables you to manage workflows such as creating and updating contacts and cases from within Microsoft Outlook. How could this feature positively affect customer experience?

- A. As email is being used fewer agents would be required to create cases so service costs would go down
- B. It is easier to report on data in emails which means managers would be better placed to track performance
- C. It can lead to taster resolution of customer issues and faster response to customer inquiries Most Voted
- D. It would guarantee less wait time for customers who chose to call the customer service center

Answer: C

Explanation:

Question: 180

What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

- A. Publish Workaround
- B. Document a Known error
- C. Complete Investigation
- D. Complete RCA
- E. Document Five Whys

Answer: A

Explanation:

Question: 181

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: A, B, C

Explanation:

Question: 182

When are child cases updated from the parent case?

- A. Clicking on the Child Sync UI

- B. Scheduled Job
- C. Automatically upon update of parent
- D. When the Sync scheduled job runs

Answer: C

Explanation:

Question: 183

New case tasks use the following prefix:

- A. CSMTASK prefix
- B. CASETASK prefix
- C. CSTASK prefix
- D. No specific task prefix just existing TASK prefix

Answer: C

Explanation:

Question: 184

The default configuration automatically closes resolved Cases after how many days?

- A. 5 days
- B. Cases are not automatically closed by default Most Voted
- C. 3 days
- D. 10 days

Answer: B

Explanation:

Question: 185

An account is a supported external customer and a contact is a user who is an employee of an account. How many accounts can a contact be associated with?

- A. One
- B. Two
- C. Three
- D. Multiple

Answer: A

Explanation:

Question: 186

Installing the Customer Service Management plugin activates:

- A. Only one other plugin - Field Service Management Plugin
- B. No other Plugins
- C. Only two other plugins - Portal and Case Management
- D. Many other plugins at the same time

Answer: D

Explanation:

Question: 187

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: C, D

Explanation:

Question: 188

Which step in Advanced Work Assignment (AWA) would ensure the work was allocated to the appropriate agent?

- A. Set the Agent Experience
- B. Define Assignment Rules
- C. Define Work Item Queues
- D. Configure Service Channels

Answer: B

Explanation:

Question: 189

How are ServiceNow's out-of-the-box Customer Service Management applications packaged? (Choose two.)

- A. Store Apps
- B. Update Sets
- C. Through private scopes
- D. Plugins

Answer: A, D

Explanation:

Question: 190

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

Explanation:

Question: 191

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: A, B, C

Explanation:

Question: 192

Guided decisions is a decision authoring and execution capability that dynamically guides agents to resolve complex cases. Guided decisions consist of decision trees. What is a decision tree?

- A. A step-by-step methodology for creating and solving different case types
- B. A detailed check list for customer service teams
- C. A multi-step process consisting of a series of questions answers, and guidance Most Voted
- D. A set of steps used to define a complex process

Answer: C

Explanation:

Question: 193

A customer service manager would like to limit the reading and creation of knowledge articles within a specific Knowledge Base to the Customer Support group only. Which features should be used to accomplish this?

(Choose two.)

- A. Can Read user criteria
- B. Whitelist all other groups from the Knowledge Base
- C. Hide the Knowledge Base from the Knowledge Base Portal
- D. Cannot Contribute user criteria

Answer: A, D

Explanation:

Question: 194

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

Explanation:

Question: 195

What is a limitation regarding synchronization between a case and its associated work order?

- A. If information changes on the Case form it is not updated on the Work Order form
- B. Updates on a case or work order will only synchronize after the work order is approved
- C. When creating a work order from a case only the Account field on the work order form is filed in **but not** the Company field
- D. The data copied over to the Work Order form when creating a work order from a case cannot be configured or customized

Answer: A

Explanation:

Question: 196

What is the primary output from the Requirements Gathering workshop?

- A. Schedules
- B. Use Cases
- C. Stories
- D. Personas

Answer: C

Explanation:

Question: 197

Which of the following is correct regarding the create contact (consumer) feature in CSM Workspaces?

- A. The create contact (consumer) feature is available in all CSM Workspaces
- B. The create contact (consumer) feature is not available in any of the CSM Workspaces
- C. The create contact (consumer) feature is only available in the CSM Configurable Workspace Most Voted
- D. The create contact (consumer) feature is only available in the Agent Workspace

Answer: C

Explanation:

Question: 198

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

- A. In Progress
- B. Open
- C. New
- D. Solution Rejected

Answer: B

Explanation:

Question: 199

What can a person assigned with the customer role access on the customer service portal by default?

(Choose three.)

- A. Cases
- B. Related parties
- C. Assets
- D. Social profiles
- E. Sold products

Answer: A, C, E

Explanation:

Question: 200

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: A, B, C

Explanation:

Question: 201

Benefits of Proactive Customer Service Operations include: (Choose two.)

- A. Reduced inbound calls from customers Most Voted
- B. Reduction in staff turnover
- C. Major cases can be eliminated as there will be no impact to customers
- D. Reduced Mean Time To Resolve (MTTR) Most Voted
- E. Guaranteed increase in customer satisfaction

Answer: A, D

Explanation:

Question: 202

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

Explanation:

Question: 203

In CSM Asset Management has a different meaning than in ITSM or Corporate Finance Which of the following defines Asset Management in CSM?

- A. The process of developing, operating, maintaining, upgrading, and disposing of assets in the most cost-effective manner
- B. A generic activity or process responsible for tracking and reporting the value and ownership of assets throughout their lifecycle

- C. Asset management has different use cases for tracking specific products or services customers are using
- Most Voted**
- D. It includes all of the data crucial to support customers as efficiently as possible

Answer: C

Explanation:

Question: 204

What feature does the Product Model and Catalog Items Relationship plugin enable?

- A. Agents are automatically proposed catalog items related to the chosen product on the case form
- B. Consumers can track what products they have purchased via the catalog
- C. It provides a contextual service catalog based on the customer's subscribed services
- Most Voted D.**
- Customer service managers can track the financial cost of customer's subscribed services and the related requests

Answer: C

Explanation:

Question: 205

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: D, E

Explanation:

Question: 206

Which of the following is a required field in the Resolution Information tab in order to close a case?

- A. Cause
- B. Closed
- C. Resolution notes
- D. Closed by

Answer: C

Explanation:

Question: 207

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident, Problem and Change forms. What do you recommend to your customer?

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Make a show/hide UI action to show only the desired CIs to the itil users

Answer: B

Explanation:

Question: 208

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: D, E

Explanation:

Question: 209

Which of the following statements is correct regarding product models in CSM?

- A. Products models can only contain digital (logical) items
- B. Product models can contain either physical items or digital (logical) items but not both in the same model
- C. Product models can only contain physical items
- D. Product models can contain both physical items and digital (logical) items in the same mode

Answer: D

Explanation:

Question: 210

What benefits can be gained by integrating CSM with Field Service Management? (Choose two.)

- A. Reduces agent workload
- B. Reduces monthly case volume
- C. Work orders can be created from a case Most Voted
- D. Customer can access work order details and tasks created for their case

Answer: C, D

Explanation:

Question: 211

The case digests feature includes which types of case communication? (Choose two.)

- A. Case Lifecycle Reports
- B. Case Action Summaries Most Voted
- C. Post Case Reviews Most Voted
- D. Case Post Mortem

Answer: B, C

Explanation:

Question: 212

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_admin) Most Voted
- D. Customer (sn_customerservice.customer)

Answer: C

Explanation:

Question: 213

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: A, B, E

Explanation:

Question: 214

How are Service Catalogs and Catalog Items related? (Choose two.)

- A. A catalog item can be associated with one or more service catalogs Most Voted
- B. Access to catalog items is determined by the service catalog's assigned user criteria
- C. Service catalogs may contain multiple catalog items Most Voted

D. A catalog item can only be associated with one service catalog

Answer: A, C

Explanation:

Question: 215

When configuring email in Communication Channels, how many outgoing email addresses are supported?

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

Answer: A

Explanation:

Question: 216

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

Explanation:

Question: 217

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: B, D, F

Explanation:

Question: 218

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

Explanation:

Question: 219

Which solution must be implemented to let a breakdown dashboard appear as a pop-up window on the case form?

- A. Service Analytics
- B. In-form Analytics Most Voted
- C. Case Spotlight
- D. CSM Prediction Results

Answer: B

Explanation:

Question: 220

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

Explanation:

Question: 221

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: B, C

Explanation:

Question: 222

What role can be assigned to employees who are not fulfillers, such as those in sales and services, or do not have other CSM-specific roles, but have a need to create cases on behalf of customers?

- A. Consumer (sn_customerservice.consumer)
- B. Customer (sn_suctomservice.customer)
- C. External (snc_external)
- D. Proxy Contact (sn_customerservice.proxy_contact)

Answer: D

Explanation:

Question: 223

Which of the following options can a survey administrator define on an individual survey? (Choose two.)

- A. The ability for end users to decline survey assignments
- B. Number of survey reminder notifications
- C. Trigger conditions Most Voted
- D. Anonymize responses

Answer: C, D

Explanation:

Question: 224

Which type of catalog item may be found in a Service Catalog?

- A. Requested Items
- B. Content Items Most Voted
- C. Categories
- D. Execution Plans

Answer: B

Explanation:

Question: 225

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: A, B, D, E, G

Explanation:

Question: 226

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

- A. Close Cases in Resolved state
- B. Auto Close Resolved Cases Most Voted
- C. Resolved to Close State

D. Move Resolved Cases to Closed

Answer: B

Explanation:

Question: 227

Which feature sends an email notification containing a list of relevant knowledge articles to the case submitter and watchlist users associated with the case whenever a case is created?

- A. Trending Topics
- B. Auto-Responder
- C. Proactive Customer Service Operations
- D. Self-Service Analytics

Answer: B

Explanation:

Question: 228

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

Explanation:

Question: 229

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: A, B, E, F

Explanation:

Question: 230

Which entities combined together make up the Service-aware Install Base?

Choose 3 answers

- A. MI Assets
- B. Configuration Items
- C. Sold Products

- D. Installed Products
- E. Install Base Items

Answer: A, B, C

Explanation:

Question: 231

Which of the following statements is correct with regards to partners vs. third-parties in ServiceNow's CSM application?

Choose 2 answers

- A. A partner does not own any of the products or services provided by their partnering organization, instead they help to sell, deliver, and support them on their behalf.
- B. A partner will own the relationship with their customer
- C. A partner and a third party are the same in ServiceNow's CSM application.
- D. A partner does not own the relationship with a customer. This relationship is owned by the organization they are partnering.
- E. A partner is an organization that has been contracted to sell products and services they have actually purchased from another organization.

Answer: A, E

Explanation:

Question: 232

What must a system administrator configure to define a different approval workflow for an escalation request?

- A. Escalation Decision
- B. Escalation Rule
- C. Escalation Reason
- D. Escalation Template

Answer: D

Explanation:

Question: 233

Which combination of roles is restricted for security purposes?

- A. snc_internal and sn_customerservice.partner_admin
- B. snc_internal and sn_customerservice.consumer_agent
- C. snc_external and sn_customerservice.customer
- D. snc_internal and sn_customerservice.agent

Answer: A

Explanation:

Question: 234

Which entity represents specific versions of products being sold to and supported for customers?

- A. Portfolio Products

- B. Product Categories
- C. Product Models
- D. Sold Products

Answer: C

Explanation:

Question: 235

What are the recommended good practices when running implementation workshops?

Choose 3 answers

- A. Guide the customer toward industry best practices
- B. Enforce customers to adapt their processes towards the baseline processes
- C. Give the customers the data they need so they can make an informed decision
- D. Any financial implication of a decision should be handled by the delivery and sales team
- E. Engage with customers to gain deep understanding of their organization

Answer: A, C, E

Explanation:

Question: 236

Which table does the Account (customer_account) table extend?

- A. Company (core company)
- B. Business Location (sn_csm_business_location)
- C. Service Organization (sn_customer_service_organization)
- D. Customer (sn_customer_service customer)

Answer: A

Explanation:

Question: 237

What are the ways the Customer Portal Locale feature can be used?

Choose 2 answers

- A. Ensure only authenticated users can choose a language/locale on a customer service portal
- B. Forward authenticated and guest users to a translated customer service portal
- C. Restrict access to a customer service portal based on where a user is physically located
- D. Allow authenticated and guest users to choose a language/locale on a customer service portal

Answer: B, C

Explanation:

Question: 238

In case management, Parent Child Synchronization allows for which of the following:

- A. Synchronization of all child cases as well as children of child cases on all levels
- B. Child cases to be separated from Parent cases and will not be synchronized automatically
- C. Parent cases to automatically generate child cases when all fields are filled out thus, synchronized auto-population
- D. Enabling the Customer Service agent to create cases so that all the children cases can be managed by managing the parent case

Answer: C

Explanation:

Question: 239

Which feature provides easy-to-configure integrations between the Now Platform and third-party Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) tools or platforms?

- A. Web Services
- B. Active Directory
- C. Import Sets
- D. Integration Hub

Answer: D

Explanation:

Question: 240

What action should be taken in the event that a product possesses a different set of non-configurable attributes?

And the options are:

- A. Modify the existing product data model
- B. Add a table extends to the Product Model or child tables.
- C. Group it with similar products in an existing table
- D. Assign additional configurable attributes

Answer: B

Explanation:

Question: 241

What are the types of units used in counting for entitlements in ServiceNow?

And the options are:

- A. Incidents and Problems
- B. Tasks and Projects
- C. Cases and Hours
- D. Requests and Changes

Answer: C

Explanation:

Question: 242

How are consumers related to households?

- A. Household Member table
- B. Location table
- C. Household field on the Consumer record

D. Consumer are not related to Households

Answer: C

Explanation:

Question: 243

Why would a customer service manager system administrator create want tabs on a dashboard?

- A. Reports must be categorized by role on each dashboard
- B. To better organize reports and widgets, and make it easier to share widgets
- C. Reports must be categorized by type on each dashboard
- D. There's a finite number of widgets allowed per dashboard

Answer: B

Explanation:

Question: 244

What attribute is unique to a Sold Product in the install Base Data Model?

- A. Warranty period
- B. Product instance's detailed specifications
- C. Ownership by customer
- D. installation date

Answer: C

Explanation:

Question: 245

Which field could be used for classifying different consumer addresses?

- A. Contact
- B. Address Types
- C. Services

Answer: B

D. Location

Explanation:

Question: 246

What action can be performed by a Customer Admin (sn_customerservice.customer_admin) and NOT by a Customer (sn_customerservice.customer) in the Customer Service Portal?

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

Answer: C

Explanation:

Question: 247

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

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

Answer: D

Explanation:

Question: 248

Which data model should be employed to track a household where a group of consumers share a common address?

- A. Household with Consumer
- B. Household with Customer Access Management
- C. Consumer with Customer Access Management
- D. Consumer with Organizational

Answer: C

Explanation:

Question: 249

Which feature allows for the creation and management of product data and relationships within the CSM application?

- A. Product Model management
- B. Demand Management
- C. Problem Management
- D. Incident Management

Answer: A

Explanation:

Question: 250

Which service catalogs are available in the base instance customer portals?

Choose 2 answers

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

Answer: A, B

Explanation:

Question: 251

What is included in an account relationship record?

Choose 3 answers

- A. Primary contact
- B. Parent/Child related records

- C. The account relationship type that this relationship record is based on
- D. A target account
- E. A source account

Answer: A, C, E

Explanation:

Question: 252

In the 'Action Status' column on a case list, what does a blue indicator dot mean?

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

Answer: D

Explanation:

Question: 253

Which concept primarily relates to how customer data is used for major case management?

- A. Allocation of resources based on real-time data
- B. Identification of frequent service issues
- C. Customization of case templates
- D. Consolidation of customer interaction histories

Answer: D

Explanation:

Question: 254

Which aspect of an install base item helps document the details of products installed at a customer location?

- A. Product ID
- B. Service Logs
- C. Install Base Attributes
- D. Sales Records

Answer: C

Explanation:

Question: 255

What attribute/field is employed to construct the hierarchy of Install Base Items in a system?

- A. Parent Install Base Item
- B. Configurable Attributes

- C. Root Install Base Item
- D. Child Install Base Item

Answer: A

Explanation:

Question: 256

Which entity denotes the product instance that has been installed or provisioned for a customer?

- A. Service Agreement
- B. Install Base Item
- C. Contract
- D. Sold Product

Answer: B

Explanation:

Question: 257

What should be done if an attribute about an Install Base Item is merely for informational purposes?

- A. Include it in the entitlement details
- B. Track it as an Install Base characteristic
- C. Document it in the product manual
- D. Create a Install Base custom field

Answer: B

Explanation: