EXAMTOPICS

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Question #1 *Topic 1*

Agents and managers cannot create knowledge articles from Community questions.

A. True

B. False

Suggested Answer: *B*

Official Answer: B

Community vote distribution



samuelvilk Highly Voted 2 years, 1 month ago

Look at the question once again, they are talking about knowledge article creation, not case. A is correct. They can't.

upvoted 6 times

sherwing Most Recent 1 year, 9 months ago

an agent has role sn_customerservice_agent, which allows article creation.

upvoted 1 times

Gabriel79 2 years, 7 months ago

A is correct, agent and managers cannot create knowledge article from community questions, it requires knowledge harvester role, only cases from community questions.

upvoted 3 times

singharmeet 2 years, 8 months ago

This is not creating case from community questions, this is creating knowledge article from community questions, it requires knowledge harvester role.. Answer is False

upvoted 2 times

singharmeet 2 years, 8 months ago

This is not creating case from community questions, this is creating knowledge article from community questions, it requires knowledge harvester role.

upvoted 2 times

CLowe 2 years, 8 months ago

B is correct! Agents & Managers CAN create cases from Community questions

upvoted 2 times

NokoNice 2 years, 9 months ago

B is correct and this is why: Two sets of users can create cases from questions: Customer service agents, consumer service agents, and customer service managers. Users with the sn_customerservice.proxy_case_creator role. Community administrators and community moderators inherit this role. CSM Fundamentals CSM Service Portal (Common Features)

upvoted 2 times

AxelOrtiz 2 years, 9 months ago

A is correct, They can't, check this link of the documentation: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-communities/reference/communities-roles.html Proxy case creator [sn_customerservice.proxy_case_creator] - A community user who can create a customer service case from a community discussion.

upvoted 3 times

sblancodiaz 2 years, 9 months ago

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

upvoted 2 times

NokoNice 2 years, 10 months ago

B is the correct answer and this is why.. If you create a group for managers n agents if you want to be able to create knowledge from the community and assign these roles to that group "sn_communities.knowledge_harvester, sn_communities.admin, or sn_communities.moderation_admin" cos by default, they won't have these roles. I will say yes they can if they're being assigned the roles mentioned above.

upvoted 1 times

lupa24 3 years ago

Is the correct answer B?

upvoted 1 times

Lucky62 3 years, 2 months ago

A is correct

upvoted 2 times

podep95607 3 years, 5 months ago

abrakadabrek is right

upvoted 2 times

RahulBhor 3 years, 8 months ago

Given answer is correct. AI think the correct answer is A. There are special roles that CSM managers don't have out of the box and they are called sn_communities.knowledge_harvester, sn_communities.admin, or sn_communities.moderation_admin https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-communities/task/create-knowledge-from-communities.html

upvoted 1 times

RahulBhor 3 years, 8 months ago

Given answer is correct. A

upvoted 1 times

abrakadabrek Highly Voted 3 years, 7 months ago

I think the correct answer is A. There are special roles that CSM managers don't have out of the box and they are called sn_communities.knowledge_harvester, sn_communities.admin, or sn_communities.moderation_admin https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-communities/task/create-knowledge-from-communities.html

upvoted 5 times

Question #2 *Topic 1*

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

A. False

B. True

Suggested Answer: *A*

Official Answer: A

Community vote distribution

A (100%)

Nora488 Most Recent 1 year, 5 months ago

In ServiceNow Customer Service Management (CSM), information about a customer's service contract is typically found in the Contract Management section, not in Knowledge. Here's where you can find service contract details in ServiceNow CSM: 1. Contracts (Customer Service > Contracts) – This module stores service contracts, including their terms, start and end dates, entitlements, and associated customers or accounts. 2. Entitlements (Customer Service > Entitlements) – Defines the services and support levels a customer is eligible for under their contract. 3. Accounts & Contacts (Customer Service > Accounts/Contacts) – Links contracts to specific customers and their support entitlements. The Knowledge Base (KB) is used for storing articles, troubleshooting guides, and FAQs—not contract details.

upvoted 1 times

NokoNice 2 years ago

A is the correct Answer

upvoted 1 times

RahulBhor 2 years, 8 months ago

given answer is correct. By Aakreet check last paragraph of doc https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/task/create-csm-service-contracts.html

upvoted 1 times

Question #3 *Topic 1*

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

A. Customer Service Application

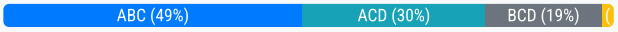
B. Contact

C. Account

D. Chat

Suggested Answer: *A, B, C*
Official Answer: ABC

Community vote distribution



ScareKrow_45 Highly Voted 3 years, 3 months ago
Correct answer is ACD. here is a proof. Agents can create a case from: - The Customer Service Application - Any associated entities (Account, Contract, Entitlement, Asset, etc.) - A Chat Session - An interaction

This information is available on CSM Fundamentals Course. You can Open Module Case — Basic Principles, Lesson 1 "Case and Case Types"
upvoted 14 times

ScareKrow_45 Highly Voted 3 years, 3 months ago
Correct answer is ACD. here is a proof. Agents can create a case from: - The Customer Service Application - Any associated entities (Account, Contract, Entitlement, Asset, etc.) - A Chat Session - An interaction This information is available on CSM Fundamentals Course. You can Open Module Case — Basic Principles, Lesson 1 "Case and Case Types"ABCD is actually all the correct answers. Contact falls under associated entities. I just spun up a PDI per ftpuser and there is indeed a Case related list at the bottom with a "New" UI action button for it.
upvoted 14 times

brndnsnow 2 years, 1 month ago
ABCD is actually all the correct answers. Contact falls under associated entities. I just spun up a PDI per ftpuser and there is indeed a Case related list at the bottom with a "New" UI action button for it.
upvoted 3 times

4eaef80 1 year, 5 months ago
5.1 in EBook
upvoted 5 times

4222c8c Most Recent 4 months ago
ABC is correct as per the eBook for CSM essentials
upvoted 1 times

ServiceNowStar 8 months, 3 weeks ago
from chat agent can create interaction not case
upvoted 2 times

L_a_v_e_e_n_a 1 year, 2 months ago
ABC is the correct answer, this seems to be word play. Look at the latest information in CSM essentials, it is mentioned how agent & customer can create the case. If Interaction was mentioned instead of "Chat" then all 4 will be correct.
upvoted 2 times

robinchadwick 1 year, 3 months ago
Section 6.2 from the course materials has a diagram that shows a Case can be created via an interaction, from within the Customer Service application, and by selecting Create Case from any of these data entities (Account, Contact, Consumer) When a live agent is connected via a chat, an interaction is automatically triggered. The Case is created via the interaction, not via the chat.
upvoted 3 times

Hangmanmio 1 year, 6 months ago
Ok, so this is a tricky one: the correct answer is A, B, C. D is chat and it is not correct, because - and here is the good part - you can create an INTERACTION from Chat, but not a directly a CASE (similarly to all communicational Channels). I would like to hear your reasoning, if you think this logic is not correct.

upvoted 3 times

Hamza159 1 year, 7 months ago

Agent cannot create case using chat.

upvoted 2 times

rrshah83 1 year, 8 months ago

directly in the ebook

upvoted 2 times

Apperpro 1 year, 8 months ago

Customer Service Application: Agents can create cases directly from the Customer Service Management (CSM) application. Contact: Cases can be created for specific customers based on their contact information. Chat: During live agent chat sessions, cases can be created directly from the interaction. C. Account is incorrect because cases are not typically created directly from the "Account" record; instead, cases are linked to accounts indirectly through contacts or customer interactions.

upvoted 1 times

VC_22 1 year, 10 months ago

Correct Answer is ABC Explaination: As per Ebook and CSM Fundamentals all answers seems to be correct but I would go with ABC as the question expects only 3 options to be selected. Agents can create a case from: Customer Service Application Related Entities - Account, Contact , Consumer An interaction Business Location Service Portal Email As per my understanding chat should fall under interaction but there are other channels like call which also fall under Interaction. However "Customer Service Application", "Account", "Contact" are directly mentioned unlike chat or call which is a channel of interaction.

upvoted 2 times

sephereth 1 year, 10 months ago

Answer: A. Customer Service Application C. Account D. Chat Explanation: Agents can create a case from - The Customer Service Application - Any associated entities (Account, Contract, Entitlement, Asset, etc.) - A Chat Session - An interaction Source: CSM Fundamentals > Module Case > Basic Principles, Lesson 1 Case and Case Types

upvoted 4 times

c32c7b8 2 years ago

There is no Customer Service Application. There is Customer Service *Managment* Application

upvoted 2 times

tanaris_e 2 years, 2 months ago

Why are there so many different answers here from Exam Topics? Can someone link the source of truth?

upvoted 2 times

ftpuser 2 years, 6 months ago

Selected Answer: BCD

Correct answer is BCD. There is "create Case" in related list in contact. You guys can find it in your PDI.

upvoted 1 times

mabobora 2 years, 3 months ago

I believe ABC is correct because why would an agent open a Case from a chat?

upvoted 1 times

ftpuser 2 years, 6 months ago

Correct answer is BCD. There is "create Case" in related list in contact. You guys can find it in your PDI.What is the source ?

upvoted 1 times

netvision_g 2 years, 5 months ago

What is the source ?

upvoted 1 times

eyalabuhamad2 2 years, 7 months ago

BCD is the right answer

upvoted 2 times

netvision_g 2 years, 6 months ago

Ebook and CSM Fundamentals

upvoted 1 times

Question #4 *Topic 1*

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

Suggested Answer: *A, D*

Official Answer: AD

Community vote distribution

AD (100%)

RahulBhor Highly Voted 3 years, 2 months ago

Everywhere answer is AD

upvoted 6 times

netvision_g Most Recent 1 year, 11 months ago

Matching Rules Matching rules are based on two defined sets of conditions, one that identifies specific case attributes and another that identifies the agent resources best suited to handle cases with these attributes. Matching rules are created using the Matching Rule form.

upvoted 1 times

NokoNice 2 years, 5 months ago

AD Is correct Matching rules are based on two defined sets of conditions, one that identifies specific case attributes and another that identifies the agent resources best suited to handle cases with these attributes.

upvoted 3 times

NokoNice 2 years, 5 months ago

AD is correct

upvoted 3 times

PappyFox 2 years, 8 months ago

AD Is Correct. Matching rules are based on two defined sets of conditions, one that identifies specific case attributes and another that identifies the agent resources best suited to handle cases with these attributes. Matching rules are created using the Matching Rule form.
https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/c_CaseRouting.html

upvoted 4 times

Question #5 *Topic 1*

Matching rules enhance assignment capability by _____.

A. Matching best agent by availability

B. Providing dynamic matching of cases to groups or individuals

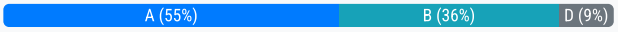
C. Determining if account is a customer or partner

D. Matching best agent by skill

Suggested Answer: *A*

Official Answer: A

Community vote distribution



jk0079 Highly Voted 3 years, 5 months ago

If you open 'Availability Today' and 'Matching Skills' criteria, description suggest 'Availability based on the schedule, overlap timezone and current time..' and 'Availability based on the skill.' and also script mentioned 'This scripted dimension will return list of agents with the availbility data as below '. So answer is A) Matching best agent by availability

upvoted 6 times

ServiceNowStar Most Recent 8 months, 2 weeks ago

If the agent is not available it will skip it but if the agent is availability it will look into skill

upvoted 1 times

Teiva 12 months ago

In fact, A, B and D are correct - but if we have single choice, B would be the best as it includes A and D.

upvoted 1 times

Dela803 1 year, 6 months ago

Matching rules in ServiceNow enhance assignment capability by dynamically matching cases (or other records) to appropriate groups or individuals based on predefined conditions and attributes, such as skills, availability, or other criteria.

upvoted 2 times

BladeRBG 1 year, 7 months ago

there should be 2 right answers: A, D

upvoted 1 times

veehta 1 year, 9 months ago

The default configuration uses the Recommendation for Case Assignment matching rule, which uses three of the four default matching criteria: Availability Today Matching Skills Assigned Cases

upvoted 2 times

netvision_g 1 year, 10 months ago

Answer: B (The assignment workbench uses configurable matching criteria, such as skills and availability, to evaluate the agents in a selected group and provide an overall ranking.) To create matching criteria, select the type and use the fields related to that type to build the query. After creating matching criteria, you can create a configuration for the assignment workbench by creating a matching rule of the type Selection criteria and selecting the desired matching criteria. As part of selecting the matching criteria for the workbench configuration, you can specify the following settings for each individual criterion: ranking and display usage ranking method ranking weight threshold active/inactive

upvoted 1 times

VJL2024 2 years, 3 months ago

I initially thought the answer was A as everyone else has posted (or possibly also D), but then I found the following definitions and now I think the answer could be C: Create matching rules for case routing - Matching rules are based on two defined sets of conditions, one that identifies specific case attributes and another that identifies the agent resources best suited to handle cases with these attributes. Create assignment rules for case routing - Assignment rules automatically assign tasks to users and groups when the conditions in a matching rule are met. https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/configure-case-routing-assignment.html

upvoted 1 times

NokoNice 2 years, 11 months ago

A is correct

upvoted 3 times

RahulBhor 3 years, 8 months ago

By Aakreet

upvoted 2 times

RahulBhor 3 years, 8 months ago

Given answer is correct. https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-rules.html

upvoted 2 times

Question #6 *Topic 1*

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

A. Domain

B. Contact

C. Holiday

D. VIP

Suggested Answer: *C*

Official Answer: C

Community vote distribution

B (100%)

jdaub5287 Highly Voted 2 years, 8 months ago

contact is the correct answer

upvoted 10 times

123Destiny Highly Voted 1 year, 11 months ago

Correct answer is B: Use the Special Handling Notes application to create notes that bring important information about individual records to an agent's attention. Special Handling Notes can apply to any of the following entities, based on specific attributes: Case Account Contact Product Model Asset

upvoted 5 times

robinchadwick Most Recent 1 year, 3 months ago

Directly from the course text. Special Handling Notes are mostly used for Cases because customer service agents handle large volumes of Cases every day, and some Cases may need to be handled in a particular way. However, Special Handling Notes can also apply to other entities, such as, but not limited to: • Case • Account • Contact • Product Model

upvoted 2 times

NokoNice 1 year, 11 months ago

B is correct

upvoted 5 times

Lucky62 2 years, 2 months ago

B is correct. Tested in PDI

upvoted 3 times

nouhayla_1999 2 years, 4 months ago

sorry this one is the good answer

upvoted 1 times

nouhayla_1999 2 years, 5 months ago

Given answer is correct.

upvoted 1 times

Question #7 *Topic 1*

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

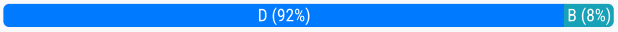
C. Replacing legacy routing rules

D. Predicting Case values without manual intervention

Suggested Answer: *D*

Official Answer: D

Community vote distribution



sephereth Highly Voted 2 years, 4 months ago

Answer: D. Predicting Case values without manual intervention Explanation: From either Agent Workspace or the platform interface, agents can use this feature when creating cases by providing the short description. Based on the information entered in the Short description field, the Predictive Intelligence feature predicts the category, priority, and assignment group, and routes the case to the correct queue. Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/agent-intelligence-case-mgmt.html

upvoted 5 times

robinchadwick Most Recent 1 year, 3 months ago

From either Agent Workspace or the platform interface, agents can use this feature when creating cases by providing the short description. Based on the information entered in the Short description field, the Predictive Intelligence feature predicts the category, priority, and assignment group, and routes the case to the correct queue. Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/agent-intelligence-case-mgmt.html

upvoted 1 times

netvision_g 2 years ago

E-book,

upvoted 2 times

NokoNice 2 years, 5 months ago

D is correct

upvoted 3 times

Question #8 *Topic 1*

Which of the following is a condition for matching rules?

A. Agent domain

B. Assignment

C. Switching

D. Specific case attributes

Suggested Answer: *B*

Official Answer: B

Community vote distribution

D (100%)

NokoNice Highly Voted 2 years, 11 months ago

D is the Correct Answer. CSM Implementation book page 117

upvoted 6 times

Romeoxmen Highly Voted 3 years, 5 months ago

I think the correct answer is D.

upvoted 6 times

samuelvilk Most Recent 2 years, 1 month ago

D is correct.

upvoted 1 times

netvision_g 2 years, 6 months ago

D is correct

upvoted 1 times

Lucky62 3 years, 2 months ago

D is correct.

upvoted 5 times

NOW_TT 3 years, 3 months ago

D should be the correct one

upvoted 4 times

Question #9 *Topic 1*

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

A. Note

B. State

C. Activity

D. Comment

Suggested Answer: *B*

Official Answer: B

Community vote distribution

B (100%)

robinchadwick Most Recent 1 year, 3 months ago

Section 5.1 - Case Overview from the guide book. Service Level Agreement Timelines

upvoted 1 times

maheshladdha 1 year, 9 months ago

B is correct

upvoted 1 times

netvision_g 2 years ago

The timeline uses blue circles to represent case state changes and markers to represent case activities. The information included in the timeline is also shown on the Case form in the Activity history. https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseTimeline.html

upvoted 2 times

NokoNice 2 years, 5 months ago

B is correct It represents the change of state

upvoted 2 times

Question #10 *Topic 1*

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

Suggested Answer: *C, D*

Official Answer: CD

Community vote distribution

CD (100%)

netvision_g Most Recent 2 years ago

E-book, pág 154. ServiceNow Predictive Intelligence can improve case triage quality by eliminating guesswork from these case management decisions: • Case Categorization • Case Assignment • Case Prioritization

upvoted 1 times

NokoNice 2 years, 5 months ago

ServiceNow Predictive Intelligence can improve case triage quality by eliminating guesswork from these case management decisions: • Case Categorization • Case Assignment • Case Prioritization

upvoted 4 times

RahulBhor 3 years, 1 month ago

Given answer is correct, By Akrit. https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/data-sheet/ds-predictive-intelligence.pdf

upvoted 4 times

Question #11 *Topic 1*

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

Suggested Answer: *B, D*

Official Answer: BD

Community vote distribution

BD (100%)

ServiceNowStar Most Recent 8 months, 3 weeks ago

BD are correct answer even if it's not complete name of the BR which is "Update case entitlement on Close"

upvoted 1 times

robinchadwick 1 year, 3 months ago

- Auto assessment business rule. - Update case entitlement on Close. Source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

upvoted 3 times

netvision_g 2 years ago

- Auto assessment business rule. - Update case entitlement on Close. Source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

upvoted 3 times

NokoNice 2 years, 5 months ago

BD Is correct. https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

upvoted 4 times

RahulBhor 3 years, 1 month ago

given answer is correct.by Akrit https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

upvoted 4 times

Question #12 *Topic 1*

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

Suggested Answer: *A, C, D, E*

Official Answer: ACDE

Community vote distribution

ABCE (100%)

RahulBhor Highly Voted 2 years, 8 months ago

It should be ABCE

upvoted 5 times

mrcharli66 Most Recent 1 year, 8 months ago

ABCE Is correct

upvoted 2 times

NokoNice 1 year, 11 months ago

ABCE Is correct

upvoted 2 times

jain25rajesh 2 years, 2 months ago

numbers has no relation with CSF

upvoted 2 times

Romeoxmen 2 years, 5 months ago

Correct answer is ABCE

upvoted 4 times

Question #13 *Topic 1*

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

A. Minimize customizations

B. Focus Out-of-the-box functionality

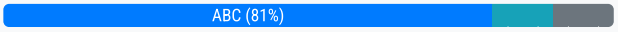
C. Design for Scalability

D. Mobile friendly functionality

Suggested Answer: *B, C, D*

Official Answer: BCD

Community vote distribution



RahulBhor Highly Voted 3 years, 8 months ago

It should be ABC

upvoted 10 times

atikBagwan Most Recent 12 months ago

ABC is correct answer

upvoted 1 times

robinchadwick 1 year, 3 months ago

 A. Minimize customizations ServiceNow Best Practice: Excessive customizations lead to technical debt, upgrade challenges, and higher maintenance costs. B. Focus Out-of-the-box functionality ServiceNow Best Practice: Always leverage native platform features before considering configuration or custom development. C. Design for Scalability Design Principle: Architect solutions to scale across processes, users, and global operations. D. Mobile friendly functionality While mobile is important, it is typically a contextual design consideration, not a top-three principle unless mobile-first is a core requirement. It's secondary to maintainability, scalability, and platform alignment.

upvoted 1 times

samuelvilk 2 years, 1 month ago

ABC is correct.

upvoted 1 times

mrcharli66 2 years, 8 months ago

It should be ABC

upvoted 3 times

NokoNice 2 years, 11 months ago

When you focus on OOB functionality it reduces customization which means option A & B are the same and for that reason the right answers to this question is ACD OR BCD

upvoted 2 times

NokoNice 2 years, 11 months ago

BCD or ACD is Correct This is because when A and B are the same when you are focused on OOB functionality, it minimizes customization. Mobile functionality cannot be ignored.

upvoted 2 times

KLASHBHANGE 2 years, 11 months ago

It should be ABC

upvoted 2 times

Romeoxmen 3 years, 5 months ago

Correct answer is ABC

upvoted 1 times

podep95607 3 years, 5 months ago

This is correct.

upvoted 1 times

Question #14 *Topic 1*

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

A. Project Manager

B. Acts as intermediary

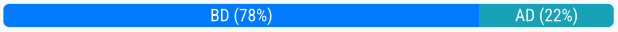
C. Provides answers to technical problems

D. Assists with technical requirements

Suggested Answer: *A, D*

Official Answer: AD

Community vote distribution



atikBagwan Most Recent 12 months ago

I think BD would be the correct answer

upvoted 1 times

nikkii22 1 year, 5 months ago

BD is correct

upvoted 2 times

9d5ffbf 1 year, 7 months ago

Acts as intermediary & Assists with technical requirements --Per SN docs.

upvoted 1 times

Apperpro 1 year, 8 months ago

Acts as intermediary: The Engagement Manager often acts as a bridge between the client and the technical team, ensuring communication and expectations are aligned before the workshop. Assists with technical requirements: They help gather and define the technical requirements to prepare for the workshop effectively.

upvoted 3 times

snmaster 1 year, 9 months ago

BD is correct

upvoted 4 times

Hms1998 2 years, 2 months ago

AB is Correct

upvoted 2 times

NokoNice 2 years, 4 months ago

AD is correct

upvoted 2 times

Question #15 *Topic 1*

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

Suggested Answer: *C*

Official Answer: C

Community vote distribution

B (100%)

RahulBhor Highly Voted 2 years, 8 months ago

It should be B

upvoted 8 times

robinchadwick Most Recent 1 year, 3 months ago

The Scoping Guide is the most critical piece of pre-engagement collateral because it: Establishes alignment on project goals, functional areas, and high-level requirements. Helps identify what's in scope vs. out of scope before deeper engagement begins. Is a standard artifact in ServiceNow's pre-sales and delivery readiness process. □ Why the Others Are Less Suitable: A. FAQ – Helpful, but not always required or standardized for pre-engagement. C. Customer Service roles template – Typically used after engagement begins during discovery or design. D. SKU and pricing sheet – Belongs to sales/procurement, not implementation prep.

upvoted 1 times

NokoNice 1 year, 10 months ago

B is correct

upvoted 3 times

jain25rajesh 2 years, 2 months ago

Scoping guide is the right answer

upvoted 2 times

Question #16 *Topic 1*

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

Suggested Answer: *A, B, D*

Official Answer: ABD

Community vote distribution

ABD (100%)

mrcharli66 Most Recent 1 year, 8 months ago

ABD I believe is correct

upvoted 3 times

NokoNice 1 year, 11 months ago

ABD I believe is correct

upvoted 2 times

Question #17 *Topic 1*

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

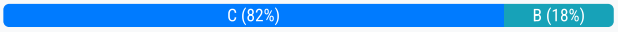
C. Both portal question entry and Record Producer

D. None of the above

Suggested Answer: *B*

Official Answer: B

Community vote distribution



RahulBhor Highly Voted 2 years, 8 months ago

C is the correct answer

upvoted 6 times

robinchadwick Most Recent 1 year, 3 months ago

In the Service Portal, when users enter queries into search fields (such as "Ask a Question"), the Contextual Search Framework dynamically suggests relevant Knowledge Base (KB) articles. Within Record Producers, as users input information to create records (e.g., incidents or requests), the Contextual Search Framework can suggest relevant KB articles based on the entered data. □ Supporting Documentation: While specific documentation detailing the Contextual Search Framework's application in both scenarios is limited, the general behavior of the framework suggests its utilization in enhancing user interactions across various components, including portal entries and Record Producers.

upvoted 1 times

sephereth 1 year, 10 months ago

Answer: C. Both portal question entry and Record Producer Most Voted Explanation: "Contextual search displays related results within a form or record producer based on the text you enter in a field." feels like both the portal question entry and the record producer.... Source: https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/contextual-search/concept/c_ContextualSearch.html

upvoted 3 times

NokoNice 1 year, 10 months ago

my bad C is correct

upvoted 1 times

NokoNice 1 year, 11 months ago

B is correct

upvoted 2 times

jain25rajesh 2 years, 2 months ago

Selected Answer: B

https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/contextual-search/concept/c_ContextualSearch.html https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/build/service-portal/concept/search-service-portal.html#d370579e460

upvoted 1 times

jain25rajesh 2 years, 2 months ago

https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/contextual-search/concept/c_ContextualSearch.html https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/build/service-portal/concept/search-service-portal.html#d370579e460the first link provided gives 2 examples. C is correct

upvoted 1 times

AceSNSStudy 2 years, 2 months ago

the first link provided gives 2 examples. C is correct

upvoted 1 times

podep95607 2 years, 5 months ago

Correct is C

upvoted 3 times

Question #18 *Topic 1*

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

Suggested Answer: *B, C*
Official Answer: BC

Community vote distribution
AB (94%)

RahulBhor Highly Voted 2 years, 8 months ago
This should be correct
upvoted 7 times

Magand Most Recent 1 year, 9 months ago
Is asking about integration not OOB funtionality we know that we can create KB- Articles from a doc files but over integrations will be WebDAV
upvoted 1 times

Kaushal_Jha 1 year, 10 months ago
Correct answer is A and B
upvoted 3 times

sephereth 1 year, 10 months ago
Answer: A. Imported external articles appear as attachments in ServiceNow B. Only applications that allow WebDAV connections can be integrated Explanation: - "The acquire handler uses a WebDAV client to acquire external content to create articles." (b) - "a blank knowledge article is created and the external file is added as an attachment to the article." (a) - "The short description of the article is derived from the file name of the external content source." Source: https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/task/run-import-job-external-content-integration.html
upvoted 4 times

Mannnpsk 1 year, 11 months ago
correct answer is C & D
upvoted 1 times

NokoNice 1 year, 11 months ago
A&B https://www.servicenow.com/community/csm-forum/servicenow-knowledge-base-with-external-content/m-p/376807#M2656
upvoted 2 times

jain25rajesh 2 years, 2 months ago
https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/task/run-import-job-external-content-integration.html
upvoted 3 times

Question #19 *Topic 1*

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

Suggested Answer: *B, D*
Official Answer: BD

Community vote distribution
AD (95%) (5%)

ThePhoenix Highly Voted 2 years, 8 months ago
I believe the correct answer is A, D
upvoted 10 times

stophs Highly Voted 2 years, 2 months ago
A D ARE CORRECT https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/c_KnowledgeProductEntitlements.html
upvoted 6 times

9b25f80 Most Recent 1 year, 8 months ago
A and D
upvoted 3 times

123Destiny 1 year, 10 months ago
From the CSM Implementation book (Lab 2.03): KPE restricts access to knowledge bases and articles based on products owned by the customer or consumer. Once verified, user criteria are the second level of security being applied, as both work in conjunction.
upvoted 3 times

Mannnpsk 1 year, 11 months ago
correct answer is A & C
upvoted 1 times

NokoNice 1 year, 11 months ago
Is the correct answer
upvoted 2 times

Question #20 *Topic 1*

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

E. Focused product marketing

Suggested Answer: *A, B, C*

Official Answer: ABC

Community vote distribution

ABC (100%)

robinchadwick Most Recent 1 year, 3 months ago

A. Reduces call volume When customers can self-serve using knowledge articles relevant to their specific products, they are less likely to open support cases. Product entitlements ensure they see only what is applicable to them, improving self-resolution rates. B. Makes it easier for Agents to manage case volume Customers resolve more issues on their own, reducing inbound volume and allowing agents to focus on more complex or higher-priority cases. Also, when agents access knowledge filtered by product entitlements, they retrieve the most relevant guidance faster. C. Allows access to Knowledge Articles that are related to products owned by a customer This is the core function of Knowledge Product Entitlement — it restricts or grants visibility to knowledge content based on products or assets tied to a user or account. Ensures customers only see applicable articles, improving accuracy and user experience.

upvoted 1 times

mrcharli66 1 year, 8 months ago

ABC are the right answers

upvoted 2 times

NokoNice 1 year, 11 months ago

ABC are the right answers

upvoted 4 times

Question #21 *Topic 1*

What are the characteristics of Knowledge Categories?

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

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

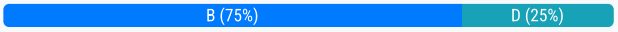
C. Shareable across KBs: No ; Multi-Level: No

D. Shareable across KBs: Yes ; Multi-Level: Yes

Suggested Answer: *B*

Official Answer: B

Community vote distribution



robinchadwick Most Recent 1 year, 3 months ago

| **Shareable across Knowledge Bases** | □ **No** – Categories are specific to a single Knowledge Base. | | **Supports Multi-Level Hierarchies** | □ **Yes** – Categories can be nested into multiple levels to create a hierarchy. | □ Source: ServiceNow Docs – Organize Knowledge Articles Using Categories "You can create a multi-level category hierarchy for each knowledge base. Categories are not shared across knowledge bases." https://docs.servicenow.com/bundle/washington-servicenow-platform/page/product/knowledge-management/task/t_CreateKnowledgeCategory.html

upvoted 1 times

Apperpro 1 year, 7 months ago

New ServiceNow version

upvoted 1 times

NokoNice 1 year, 10 months ago

B is correct

upvoted 2 times

Question #22 *Topic 1*

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

Suggested Answer: *B, D*

Official Answer: BD

Community vote distribution

BD (100%)

EspindolaGomes Highly Voted 2 years, 7 months ago

BD is right https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html

upvoted 5 times

netvision_g Most Recent 2 years ago

Employees with the proxy contact role can do the following: Create cases on behalf of customers by email, phone, chat, Virtual Agent, and from the Customer Service Portal. Create requests on behalf of customers from the Customer Service Portal. Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html

upvoted 1 times

sephereth 2 years, 4 months ago

Answer: B. Create cases on behalf of customers D. Create requests on behalf of customers Explanation: "The proxy contact role enables employees to create cases for customer accounts and contacts. Employees can also be proxy case contacts on behalf of customers." which includes - Create cases on behalf of customers by email, phone, chat, Virtual Agent, and from the Customer Service Portal. (b.) - Create requests on behalf of customers from the Customer Service Portal. (d.) Source: https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html

upvoted 4 times

NokoNice 2 years, 4 months ago

BD is Correct.. Employees with the proxy contact role can do the following: Create cases on behalf of customers by email, phone, chat, Virtual Agent, and from the Customer Service Portal. Create requests on behalf of customers from the Customer Service Portal.

upvoted 4 times

Question #23 *Topic 1*

What is the purpose of a Catalog Item variable?

A. Grants the customer the opportunity to ask a question

B. Opens a wizard to help a customer fill in a case form

C. Guides a customer by providing hints on case forms

D. Allows the customer or consumer to qualify their answer

Suggested Answer: *D*

Official Answer: D

Community vote distribution



sephereth Highly Voted 1 year, 10 months ago

Answer: D. Allows the customer or consumer to qualify their answer Explanation: D is the only one that makes sense... "Service Catalog provides several types of variables, which are also referred to as questions." source: https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_ServiceCatalogVariables.html ... but customer only answers the question not ask the question....

upvoted 5 times

NokoNice 1 year, 10 months ago

D is the correct answer

upvoted 2 times

sephereth 2 years ago

I think A. should be the right answer, based on the following "Service Catalog provides several types of variables, which are also referred to as questions." source: https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_ServiceCatalogVariables.htmlhmmm.. sorry i am wrong, in this case, D. is the correct answer, since customers don't create questions (a).....

upvoted 1 times

sephereth 2 years ago

Selected Answer: A

I think A. should be the right answer, based on the following

"Service Catalog provides several types of variables, which are also referred to as questions."

source: https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_ServiceCatalogVariables.html

upvoted 1 times

sephereth 2 years ago

hmmm.. sorry i am wrong, in this case, D. is the correct answer, since customers don't create questions (a).....

upvoted 2 times

Question #24 *Topic 1*

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

Suggested Answer: *D*

Official Answer: D

Community vote distribution

C (56%) D (44%)

Lucky62 Highly Voted 3 years, 2 months ago

C is correct

upvoted 6 times

bigchez2143 Most Recent 1 year, 3 months ago

Double check the web and with chatgpt. Confirmed the answer is C

upvoted 1 times

robinchadwick 1 year, 3 months ago

A. Publishing the workflow Yes Required to make the workflow available for use in catalog items. B. Defining workflow activities Yes Core part of the workflow; defines the actual steps the workflow will perform. C. Approving the workflow No Workflows do not require approval before being used. Approvals can be included within the workflow as activities, but the workflow itself doesn't need to go through an approval process to be created or published. D. Managing workflow versions Yes Workflow versioning is automatic when changes are published, but managing versions is essential to maintain control over updates.

upvoted 1 times

Prozessfux 1 year, 10 months ago

It has to be C.. there is no approval needed to create a workflow. Versions dont really exist, you cant go back in workflows or flows.. a and b are mandatory anyways otherwise you wont have a workflow.. C is the only option left..

upvoted 1 times

AW26 1 year, 11 months ago

https://www.servicenow.com/community/csm-forum/catalog-workflow/m-p/2987274

upvoted 1 times

gumarrita 2 years ago

Answer should be C. We're talking about Workflows not Flow. In the previous Workflow Editor, any change is recorded with a version, so, it's not optional.

upvoted 1 times

netvision_g 2 years, 6 months ago

Selected Answer: D

https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/administer/workflow-administration/task/work-on-workflows.html

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

upvoted 2 times

netvision_g 2 years, 6 months ago

https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/administer/workflow-administration/task/work-on-workflows.html
https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/service-catalog-management/task/t_CreateANewServiceCatalogWorkflow.htmlhttps://docs.servicenow.com/bundle/washingtondc-build-workflows/page/administer/workflow-administration/task/t_CrtWkflwNewSvcCtlgItm.html

upvoted 2 times

netvision_g 2 years, 6 months ago

https://docs.servicenow.com/bundle/washingtondc-build-workflows/page/administer/workflow-administration/task/t_CrtWkflwNewSvcCtlgItm.html

upvoted 1 times

mrcharli66 2 years, 8 months ago

I guess, there is no approving process for Workflows to be optional !!!

upvoted 3 times

NokoNice 2 years, 10 months ago

D is correct Work on workflows To complete a workflow, you add workflow activities, validate the workflow, and publish it.

https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/administer/workflow-administration/concept/managing-workflows.html

upvoted 3 times

Matthew_oglesby 3 years, 4 months ago

Answer is C

upvoted 3 times

PrashM 3 years, 4 months ago

Answer is C

upvoted 3 times

Question #25 *Topic 1*

What module is used to create Case Record Producers?

A. Case Record Producers

B. Edit Records

C. Record Producers

D. Maintain Records

Suggested Answer: *C*

Official Answer: C

Community vote distribution

C (100%)

robinchadwick Most Recent 1 year, 3 months ago

Record Producers are a type of Service Catalog item used to create records in any table, including the Case [sn_customerservice_case] table in Customer Service Management (CSM). To create a Case Record Producer, you go to the Record Producers module and specify: - The target table as sn_customerservice_case - The fields and variables to capture input from the user - Optional scripting to customize behavior

upvoted 2 times

sephereth 1 year, 10 months ago

Answer: C. Record Producers Explanation: "A record producer is a specific type of catalog item that allows end users to create task-based records, such as incident records, from the service catalog." Source: https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_RecordProducer.html

upvoted 2 times

NokoNice 1 year, 10 months ago

C is correct

upvoted 2 times

EspindolaGomes 2 years, 1 month ago

correct is C

upvoted 2 times

ALDADI 2 years, 2 months ago

Correct

upvoted 2 times

Question #26 *Topic 1*

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

A. Task Activities

B. Skills Management

C. Openframe

D. Communities

Suggested Answer: *D*

Official Answer: D

Community vote distribution

D (100%)

netvision_g Most Recent 2 years ago

- Skills Management [com.snc.skills_management] - Task Activities [com.snc.task_activity] - Openframe [com.sn_openframe] Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/task/t_ActivateCustomerService.html

upvoted 1 times

NokoNice 2 years, 4 months ago

D is correct. https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/task/t_ActivateCustomerService.html

upvoted 2 times

SvenChao 2 years, 7 months ago

Given is right. D https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/task/t_ActivateCustomerService.html

upvoted 2 times

Question #27 *Topic 1*

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

Suggested Answer: *D*

Official Answer: D

Community vote distribution

D (100%)

RahulBhor Highly Voted 3 years, 2 months ago

Social Profile is the correct one, by mistake I have added Consumer in discussion

upvoted 8 times

mabobora Most Recent 1 year, 9 months ago

Social Profile is correct because the question asks where shall we store the customer´s twitter profile details, meaning, their profile URL, id, etc. And this information is not stored on the consumer table, but the Social Profile table. https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/social-media-integration.html

upvoted 2 times

NokoNice 2 years, 4 months ago

D is correct

upvoted 2 times

RahulBhor 3 years, 2 months ago

This should be consumer

upvoted 1 times

Question #28 *Topic 1*

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

A. Facebook

B. Twitter

C. LinkedIn

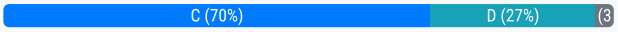
D. All of the above

E. None of the above

Suggested Answer: *E*

Official Answer: E

Community vote distribution



RahulBhor Highly Voted 3 years, 1 month ago

OOB Social media components supported by servicenow are Facebook and Twitter.We can communicate by using these channels if social profile captured on the case form. Hence LinkedIn is NOT available OOTB

upvoted 15 times

RahulBhor Highly Voted 3 years, 2 months ago

Selected Answer: D

This should be correct

upvoted 9 times

RahulBhor 3 years, 2 months ago

This should be correcthow are you highly voted and have 7 upvotes the answer is C linkedin it even saids it on the docs? like jeesus half the answers on here are wrong from people being fools i hope you all fail for spreading misinformation constantly

upvoted 9 times

halflife7 2 years, 7 months ago

how are you highly voted and have 7 upvotes the answer is C linkedin it even saids it on the docs? like jeesus half the answers on here are wrong from people being fools i hope you all fail for spreading misinformation constantly

upvoted 9 times

nikkii22 Most Recent 1 year, 5 months ago

C is correct

upvoted 1 times

Apperpro 1 year, 8 months ago

None of these social media channels (Facebook, Twitter, LinkedIn) are available out-of-the-box in ServiceNow. They can be implemented, but they are not set up by default.

upvoted 1 times

mabobora 1 year, 9 months ago

No social media channel is ootb, the fields commented below for Facebook and Twitter do not means the integration is out-of-the-box, it is not.

upvoted 2 times

netvision_g 1 year, 11 months ago

Customer service managers can create one or more social profiles for a user by recording a user's social profile information on a specific social media channel such as Twitter or Facebook. Managers can create social profiles for accounts, contacts, and consumers from the Social Profiles related list on the entity form. Agents have read-only access to these profiles.

upvoted 1 times

singharmeet 2 years, 2 months ago

Only Facebook ad Twitter are OOB

upvoted 2 times

De60 2 years, 2 months ago

I agrre with Damien .. I feel FB and Twitter

upvoted 2 times

mrcharli66 2 years, 2 months ago

LinkedIn

upvoted 2 times

KiwiJuice72 2 years, 3 months ago

Tried in PDI. Only Facebook and Twitter are available OOB.

upvoted 2 times

DamienC 2 years, 3 months ago

Selected Answer: C

Social Media Integration is provided with CSM by defaut : https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/social-media-integration.html

Contrary to some may think, no documentation provide the explicite channels created ("such as" is not a defined list). But going in the Lab Instance during the studies, and looking at the channel table (sn_app_cs_social_social_channel) gives the answer : C

Even better way is to install CSM on the developer instance.

upvoted 2 times

DamienC 2 years, 3 months ago

Social Media Integration is provided with CSM by defaut : https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/social-media-integration.html Contrary to some may think, no documentation provide the explicite channels created ("such as" is not a defined list). But going in the Lab Instance during the studies, and looking at the channel table (sn_app_cs_social_social_channel) gives the answer : C Even better way is to install CSM on the developer instance.By the way, the CHANNELS exists, but not the INTEGRATION. You still need to use IntegrationHub spokes to connect with Twitter, Facebook and all other medias.

upvoted 2 times

DamienC 2 years, 3 months ago

By the way, the CHANNELS exists, but not the INTEGRATION. You still need to use IntegrationHub spokes to connect with Twitter, Facebook and all other medias.

upvoted 3 times

sblancodiaz 2 years, 3 months ago

Selected Answer: E

E is correct. https://www.servicenow.com/community/csm-forum/csm-social-media/m-p/377149

upvoted 1 times

sblancodiaz 2 years, 3 months ago

E is correct. https://www.servicenow.com/community/csm-forum/csm-social-media/m-p/377149Refer to a 2018 post is not really ideal...

upvoted 1 times

DamienC 2 years, 3 months ago

Refer to a 2018 post is not really ideal...

upvoted 1 times

sephereth 2 years, 4 months ago

Answer: C. LinkedIn Explanation: "Customer service managers can create one or more social profiles for a user by recording a user's social profile information on a specific social media channel such as Twitter or Facebook." LinkedIn is not mentioned source: https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/social-media-integration.html

upvoted 2 times

NokoNice 2 years, 4 months ago

C is correct

upvoted 2 times

Mannnpsk 2 years, 5 months ago

C is correct

upvoted 3 times

whoismikejones 2 years, 6 months ago

Twitter and Facebook are the only two social media platforms rn

upvoted 2 times

Lucky62 2 years, 8 months ago

C is correct

upvoted 4 times

Question #29 *Topic 1*

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

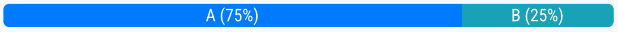
C. Missing configuration

D. Misconfigured

Suggested Answer: *A*

Official Answer: A

Community vote distribution



dolschew Most Recent 1 year, 3 months ago

sn_openframe_configuration.do - the form itself gives the hint "User Group: selecting no group is equivalent to selecting all groups"

upvoted 1 times

Dela803 1 year, 6 months ago

B. Selecting none of the groups In ServiceNow's OpenFrame configuration, when you configure multiple active configurations, not selecting any group effectively means that the configuration applies to all users, as there are no restrictions based on group membership. This is equivalent to the behavior of selecting all groups.

upvoted 1 times

sephereth 1 year, 10 months ago

Answer: A. Selecting all the groups Explanation: "If you do not select any groups, the configuration is available to all users with the openframe user role." translates to all the groups Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/task/t_CreateAnOpenFrameConfiguration.html

upvoted 1 times

NokoNice 1 year, 10 months ago

A is correct

upvoted 1 times

123Destiny 1 year, 11 months ago

The user groups selected for this configuration. Access to this configuration is limited to the users that have the openframe user role and that belong to the selected groups. Note: If you do not select any groups, the configuration is available to all users with the openframe user role. https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/task/t_CreateAnOpenFrameConfiguration.html

upvoted 3 times

Mannnpsk 1 year, 11 months ago

B. Selecting none of the groups

upvoted 1 times

Question #30 *Topic 1*

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

A. One

B. Unlimited

C. Two

D. One per business service

Suggested Answer: *A*
Official Answer: A

Community vote distribution



sephereth Most Recent 1 year, 10 months ago

Answer: A. One Explanation: "The system administrator can create multiple incoming email addresses that customers can use to communicate with customer service agents. The system administrator can also create one outgoing email address." Source: https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/c_CustomerServiceEmailCommunication.html

upvoted 2 times

NokoNice 1 year, 10 months ago

A is correct. Customer Service Management uses the Email Accounts application to create and maintain email accounts. The system administrator can create multiple incoming email addresses that customers can use to communicate with customer service agents. The system administrator can also create one outgoing email address.

upvoted 2 times

sephereth 2 years ago

what Lekat said is correct, A.One is the correct answer

upvoted 2 times

stophs 2 years, 2 months ago

A IS CORRECT

upvoted 2 times

jain25rajesh 2 years, 2 months ago

The system administrator can create multiple incoming email addresses that customers can use to communicate with customer service agents. The system administrator can also create one outgoing email address.

upvoted 2 times

LeKat 2 years, 9 months ago

I would think one is correct. See in the link: "The system administrator can create multiple incoming email addresses that customers can use to communicate with customer service agents. The system administrator can also create one outgoing email address." In sn docs - Configuring the email channel: https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/c_CustomerServiceEmailCommunication.html

upvoted 4 times

Raj0110 2 years, 9 months ago

Unlimited Outbound email account is supported

upvoted 1 times

Question #31 *Topic 1*

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

Suggested Answer: *B, C, E, G*

Official Answer: BCEG

Community vote distribution



RahulBhor Highly Voted 3 years, 2 months ago

This should be correct

upvoted 8 times

123Destiny Highly Voted 2 years, 5 months ago

The features of Customer Service Management (CSM) are: Skills-based routing: This feature allows incoming service requests or incidents to be automatically routed to the most appropriate agent or team based on their skills, capacity, and availability. Real-time SLAs: This feature enables service level agreements (SLAs) to be defined and monitored in real-time, allowing service agents to proactively manage and resolve issues before they breach the SLA. Service Entitlements: This feature enables organizations to define and manage service entitlements, which specify the type and level of support that customers are entitled to based on their contract or subscription. Service Contracts: This feature enables organizations to define and manage service contracts, which outline the terms and conditions of the service provided to customers.

upvoted 6 times

Drewandres Most Recent 1 year, 10 months ago

BEFG is correctomundo.

upvoted 1 times

KLASHBHANGE 2 years, 4 months ago

BEFG is the correct one, please upvote this one so that everyone gets correct answer

upvoted 5 times

halflife7 2 years, 6 months ago

its BCEG please refer to docs all these people are wrong lmao its actually insane how these same people are highly voted etc yet constantly wrong, please upvote this so you can save other people from these morons.

upvoted 4 times

halflife7 2 years, 6 months ago

its BCEG please refer to docs all these people are wrong lmao its actually insane how these same people are highly voted etc yet constantly wrong, please upvote this so you can save other people from these morons.Demand Management is a feature of PPM not CSM

upvoted 4 times

DoughBoy 2 years, 6 months ago

Demand Management is a feature of PPM not CSM

upvoted 2 times

EspindolaGomes 2 years, 7 months ago

right Ans

upvoted 2 times

jain25rajesh 2 years, 9 months ago

BEFG - for service contract - Navigate to All > Customer Service > Contracts > Service Contracts. Demand can feed input to any process in servicenow , but not an integral part of CSM.

upvoted 1 times

AceSNSStudy 2 years, 10 months ago

Selected Answer: BCEG

BCEG https://www.servicenow.com/community/csm-forum/what-are-features-of-customer-service-management-a-skills-based/m-p/384389

upvoted 1 times

AceSNSStudy 2 years, 10 months ago

BCEG https://www.servicenow.com/community/csm-forum/what-are-features-of-customer-service-management-a-skills-based/m-p/384389I think you meant BEFG? As the link suggests?

upvoted 1 times

benny888 2 years, 5 months ago

I think you meant BEFG? As the link suggests?

upvoted 1 times

Romeoxmen 2 years, 11 months ago

BCEG is correct

upvoted 1 times

podep95607 2 years, 11 months ago

Correct is

upvoted 6 times

Question #32 *Topic 1*

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

A. Admin

B. Registered

C. Public

D. Custom

E. Moderator

Suggested Answer: *B, C, E*

Official Answer: BCE

Community vote distribution

BCD (100%)

RahulBhor Highly Voted 2 years, 8 months ago

This should be correct

upvoted 7 times

robinchadwick Most Recent 1 year, 3 months ago

Types of forum user Public Public users can view the community without logging in. By default, public users have content_read access to questions and answers in public forums. Registered Users who have signed up to the community and accepted the Terms & Conditions. Once logged in, their access to forum content depends on the permissions set up for each specific forum. Custom Specific users and user groups that are added as members to the current forum user. Membership A group of members who have joined a specific forum. Once logged in, their access to forums depends on the permissions set up for each specific forum. https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-communities/task/add-user.html?state=seamless

upvoted 1 times

KLASHBHANGE 1 year, 10 months ago

source: https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-communities/task/add-user.html

upvoted 1 times

NokoNice 1 year, 10 months ago

BCD is Correct https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-communities/task/add-user.html

upvoted 2 times

sephereth 2 years ago

Types of forum users are: - Public: Public users can view the community without logging in. By default, public users have content_read access to questions and answers in public forums. - Registered: Users who have signed up to the community and accepted the Terms & Conditions. Once logged in, their access to forum content depends on the permissions set up for each specific forum. - Custom: Specific users and user groups that are added as members to the current forum user. - Membership: A group of members who have joined a specific forum. Once logged in, their access to forums depends on the permissions set up for each specific forum. source: https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-communities/task/add-user.html

upvoted 3 times

EspindolaGomes 2 years, 1 month ago

is right ans

upvoted 2 times

PrashM 2 years, 4 months ago

https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-communities/task/add-user.html

upvoted 1 times

LeKat 2 years, 9 months ago

b, c, d is correct - Forum user types are: Registered, Public, Custom, Membership, see link from the docs - Create a forum user: https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-communities/task/add-user.html

upvoted 4 times

Question #33 *Topic 1*

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

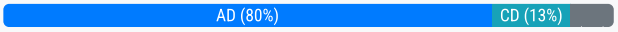
A. It is available to any customer with a Community license

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

Suggested Answer: *A, C*
Official Answer: AC

Community vote distribution


BladeRBG Most Recent 1 year, 6 months ago
there is no such thing like Community license. The Customer should have CSM license
upvoted 1 times

sephereth 1 year, 10 months ago
Answer: A. It is available to any customer with a Community license D. Most of the configuration does not require System Administrator role 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 (roles)
upvoted 4 times

NokoNice 1 year, 10 months ago
Selected Answer: AB
it could be A or B depending on the moderation settings of the community.
upvoted 1 times

NokoNice 1 year, 10 months ago
it could be A or B depending on the moderation settings of the community.Disregard this answer it was meant for a different question.
upvoted 1 times

NokoNice 1 year, 10 months ago
Disregard this answer it was meant for a different question.
upvoted 1 times

NokoNice 1 year, 10 months ago
AD is Correct
upvoted 1 times

Lucky62 2 years, 2 months ago
AD correct
upvoted 3 times

mogawa 2 years, 2 months ago
- "C" is different because it can also be used in HRSD. -I think the answer is "A" and "D".
upvoted 4 times

podep95607 2 years, 5 months ago
This is correct: roles - https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/reference/r_setup-communities-admin.html -license https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate-communities.html
upvoted 1 times

Question #34 *Topic 1*

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

A. True

B. False

Suggested Answer: *B*

Official Answer: B

Community vote distribution

B (100%)

sephereth Most Recent 1 year, 10 months ago

Answer: B. False Explanation: Content removal is done via 1. Navigate to All > Community > Content > Contents. 2. Click the content to remove. 3. Click Actions on selected rows > Delete and confirm that you want to delete the item. Reporting doesn't hid or remove the content Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/moderate-communities.html

upvoted 3 times

NokoNice 1 year, 10 months ago

its could be A or B depending on the moderation settings of the community.

upvoted 3 times

Raiki 1 year, 11 months ago

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

upvoted 3 times

Question #35 *Topic 1*

The available case types are: (Choose two.)

A. Product Support

B. Order

C. Product

D. Support

Suggested Answer: *B, D*

Official Answer: BD

Community vote distribution



RahulBhor Highly Voted 2 years, 8 months ago

This should be the correct

upvoted 13 times

DamienC Most Recent 1 year, 9 months ago

First answer is C, other is missing. It is PRODUCT and CUSTOM. ORDER is a case type from CSM Demo Data or CSM for Orders, which are unrecommanded : they recommand to use Order Management for CSM instead Source : eBook, pages 47 to 49

upvoted 1 times

NokoNice 1 year, 10 months ago

BC Is correct. Product Order Customer

upvoted 3 times

123Destiny 1 year, 11 months ago

The case types are: Product, Order, & Custom. Source is CSM fundamentals course organizational structure and case principles "Case and Case Types".

upvoted 2 times

EspindolaGomes 2 years, 1 month ago

Only these

upvoted 2 times

podep95607 2 years, 5 months ago

BC is correct

upvoted 3 times

Question #36 *Topic 1*

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

Suggested Answer: *B*
Official Answer: B

Community vote distribution
D (100%)

RahulBhor Highly Voted 3 years, 8 months ago
This should be correct
upvoted 8 times

Raghav_Chaudhary Most Recent 1 year, 10 months ago
D is correct
upvoted 1 times

NokoNice 2 years, 10 months ago
D is correct Enable the Follow the sun check box on the Customer Service case form by setting the value of the property sn_customerservice. FTS_flag_enabled to true.
upvoted 1 times

123Destiny 2 years, 11 months ago
Enable the Follow the sun check box on the Customer Service case form by setting the value of the property sn_customerservice.FTS_flag_enabled to true. Configure the form layout to add this field to the Case form. https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html
upvoted 1 times

alecks_ 2 years, 11 months ago
D is correct as of now, just checked the doc here: https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html
upvoted 2 times

mika_nora 3 years ago
https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html
upvoted 2 times

halflife7 3 years, 1 month ago
B is actually the correct answer as you dont have to add it to the form which is what is mentioned in the labs etc idk why all these guys have commented the wrong answer lmao please upvote so other people can be saved
upvoted 1 times

halflife7 3 years, 1 month ago
B is actually the correct answer as you dont have to add it to the form which is what is mentioned in the labs etc idk why all these guys have commented the wrong answer lmao please upvote so other people can be savedDoc is pretty clear no? D?
upvoted 1 times

benny888 2 years, 11 months ago
Doc is pretty clear no? D?
upvoted 1 times

EspindolaGomes 3 years, 1 month ago
is the right ans
upvoted 1 times

NOW_TT 3 years, 3 months ago

D is the correct one https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

upvoted 2 times

Ramonf98 3 years, 7 months ago

In the fundamentals course, there is a lab where you are required to add this field to the form and enable it. Therefore, the option D is the one that makes most sense.

upvoted 4 times

Question #37 *Topic 1*

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

Suggested Answer: *A*

Official Answer: A

Community vote distribution

D (100%)

ThePhoenix Highly Voted 3 years, 8 months ago

I believe the correct answer is DI think option D refers to install base management. In the asset table is stored all the financial information related to an asset

upvoted 5 times

ThePhoenix Highly Voted 3 years, 8 months ago

Selected Answer: D

I believe the correct answer is D

upvoted 5 times

Ramonf98 3 years, 7 months ago

I think option D refers to install base management. In the asset table is stored all the financial information related to an asset

upvoted 5 times

rrshah83 Most Recent 1 year, 8 months ago

financial, contractual, inventory, maintenance of install base items (which are assets) are tacked on the asset record. (This is a good practice from the eBook)

upvoted 1 times

Raghav_Chaudhary 1 year, 10 months ago

D is correct

upvoted 1 times

NokoNice 2 years, 10 months ago

D is correct

upvoted 1 times

ClaireCG 3 years ago

An asset is a specific product or instance that is supported for a customer. https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/task/configure-csm-assets.html

upvoted 1 times

EspindolaGomes 3 years, 1 month ago

right ans is D

upvoted 1 times

SvenChao 3 years, 1 month ago

correct answer is D: To Customer Service Management, asset management has different use cases for tracking products or services customers uses, or the assets the company uses to support customer-facing services. Note:https://nowlearning.servicenow.com/lxp?id=learning_course&course_id=0ca1382d472a15d4f6b11244846d4310&group_id=3c88ce7e87ea5d50bfe94088dabb35b3&child_id=a9980abe87ea5d50bfe94088dabb35c1&spa=1

upvoted 4 times

Question #38 *Topic 1*

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

Suggested Answer: *A*

Official Answer: A

Community vote distribution

A (100%)

NokoNice Most Recent 1 year, 10 months ago

A is correct

upvoted 3 times

sephereth 2 years ago

internal Roles - Business-to-business (B2B) - sn_customerservice_agent - sn_customerservice_manager - Business-to-consumer (B2C) - sn_customerservice.consumer_agent - sn_customerservice_manage source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/reference/r_RolesInstalledWithCustomerService.html

upvoted 4 times

Question #39 *Topic 1*

Major Issue Management uses which one of the following capabilities?

A. Governance Risk and Control

B. Targeted Communications

C. Asset management

D. Record producers

Suggested Answer: *B*

Official Answer: B

Community vote distribution

B (100%)

NokoNice Most Recent 1 year, 10 months ago

B is correct

upvoted 2 times

stophs 2 years, 2 months ago

b is correct Targeted Communications - This is a key feature of Major Issue Management. When a major issue arises, effective communication about the problem and its resolution to affected customers is crucial.

upvoted 4 times

Question #40 *Topic 1*

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

Suggested Answer: *C*
Official Answer: C

Community vote distribution
B (100%)

RahulBhor Highly Voted 3 years, 8 months ago
This should be the correct one
upvoted 8 times

Raghav_Chaudhary Most Recent 1 year, 10 months ago
B is correct
upvoted 1 times

sephereth 2 years, 10 months ago
Answer: B. Major Issue Management needs to be installed and certain properties enabled Explanation: "Configure the major issue management system properties to enable synchronization between major cases and associated child cases." Source: https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html
upvoted 3 times

NokoNice 2 years, 10 months ago
B is correct
upvoted 2 times

EspindolaGomes 3 years, 1 month ago
most right ans
upvoted 2 times

saurabh989 3 years, 1 month ago
Given answer is right. https://www.servicenow.com/community/csm-forum/what-is-required-to-synchronize-parent-to-child-cases-s-in-csm/m-p/379067
upvoted 1 times

stophs 3 years, 2 months ago
b is correct https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html
upvoted 3 times

HOTSPOT -

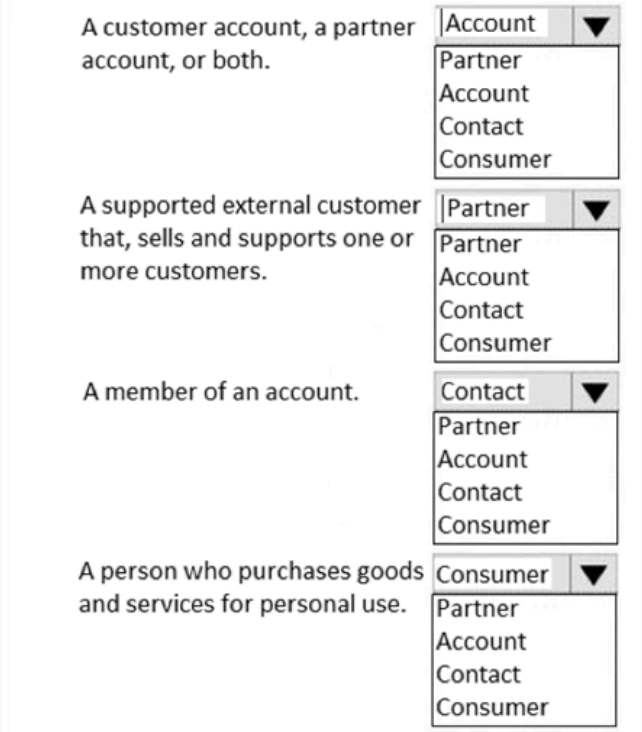
Match the definitions for roles relationships.

Answer Area

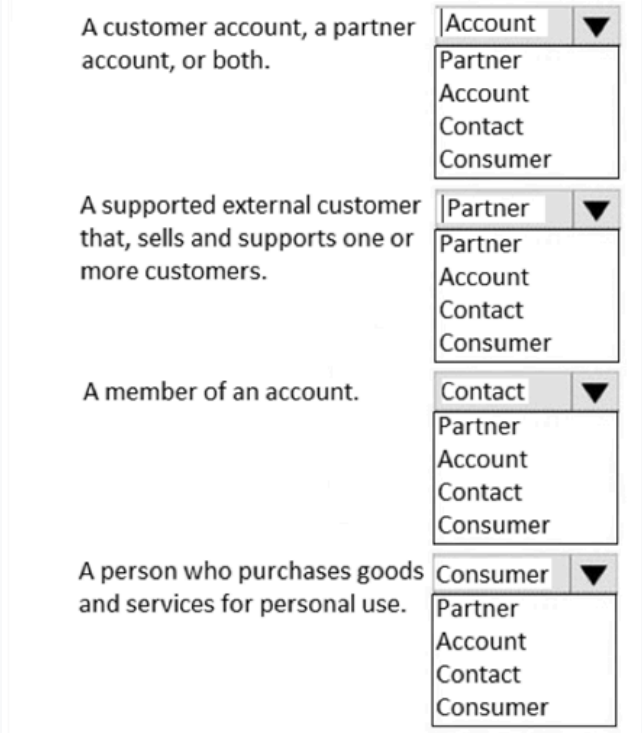
A customer account, a partner account, or both.	Partner / Account / Contact / Consumer
A supported external customer that, sells and supports one or more customers.	Partner / Account / Contact / Consumer
A member of an account.	Partner / Account / Contact / Consumer
A person who purchases goods and services for personal use.	Partner / Account / Contact / Consumer

Suggested Answer:

Answer Area



Answer Area



dhernandezrubio Most Recent 1 year, 8 months ago

A2,B1,C3,D4

upvoted 1 times

Question #42 *Topic 1*

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

Suggested Answer: *B, C, D*
Official Answer: BCE

Community vote distribution
BCE (100%)

RahulBhor Highly Voted 3 years, 8 months ago
This should be correct
upvoted 7 times

Raghav_Chaudhary Most Recent 1 year, 10 months ago
BCE is Correct
upvoted 1 times

sephereth 2 years, 10 months ago
Answer: B. Execute assigned tasks C. Close work orders E. Manage assets Explanation: Field Service instance on mobile device in offline mode can: - Execute tasks assigned to you at the task location. (b.) - View knowledge articles - Track asset usage. (e.) - Record an incidental expense. - Create a work order task. - Pause work order tasks. - Create a part requirement. - Complete work orders and work order tasks. (c.) - Log incidentals. - Complete questionnaire Source: https://docs.servicenow.com/bundle/utah-field-service-management/page/product/field-service-management/concept/work-offline-fieldservice-mobile.html
upvoted 2 times

NokoNice 2 years, 10 months ago
BCE is correct
upvoted 2 times

EspindolaGomes 3 years, 1 month ago
explanation: https://docs.servicenow.com/bundle/utah-field-service-management/page/product/field-service-management/concept/work-offline-fieldservice-mobile.html
upvoted 4 times

Question #43 *Topic 1*

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

A. Contact

B. User

C. Customer

D. Caller

Suggested Answer: *A*

Official Answer: A

Community vote distribution

D (100%)

RahulBhor Highly Voted 3 years, 8 months ago

https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0817494

upvoted 10 times

RahulBhor Highly Voted 3 years, 8 months ago

it should be caller

upvoted 9 times

Raghav_Chaudhary Most Recent 1 year, 10 months ago

D is correct

upvoted 1 times

NokoNice 2 years, 10 months ago

D is correct. Contact is mapped to the caller field

upvoted 2 times

EspindolaGomes 3 years, 1 month ago

explanation: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/reference/csm-integration-sm-incident.html

upvoted 2 times

buppi 3 years, 4 months ago

Caller

upvoted 1 times

Question #44 *Topic 1*

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

A. 2

B. Unlimited

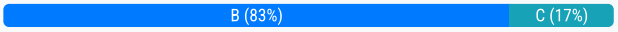
C. 1

D. 3

Suggested Answer: *B*

Official Answer: B

Community vote distribution



robinchadwick Most Recent 1 year, 3 months ago

Explanation: ServiceNow allows you to have multiple active OpenFrame configurations on an instance. This enables different groups or use cases to have their own OpenFrame setup, such as: Different CTI (Computer Telephony Integration) providers for different business units Specialized configurations for support tiers, languages, or locations Each configuration can be: Targeted to specific user groups Activated or deactivated independently Customized to open different URLs, pass different parameters, or launch different workspaces

upvoted 1 times

nikkii22 1 year, 5 months ago

B is correct

upvoted 1 times

Dela803 1 year, 6 months ago

we can have unlimited open frame configuration but, one active at a time per instance.

upvoted 1 times

netvision_g 1 year, 8 months ago

B is correct

upvoted 1 times

dhernandezrubio 2 years, 2 months ago

B is correct

upvoted 2 times

Question #45 *Topic 1*

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

A. Knowledge Article

B. Accounts

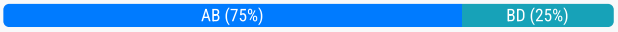
C. Chat

D. Case

Suggested Answer: *B, D*

Official Answer: BD

Community vote distribution



robinchadwick Most Recent 1 year, 3 months ago

When migrating from one system to ServiceNow the most critical aspects are the ability to execute the process and provide the same or better level of service to customers. This is only possible if you migrate Accounts and Knowledge. Migrating Case data does not enable you to deliver service, just to lookup historical information. It is not often recommended to migrate historical data because of differences in data structure. It is often the case that fields from one system do not map to ServiceNow.

upvoted 1 times

BladeRBG 1 year, 6 months ago

when we talk about migration, the current and closed cases should be migrated (for auditing and reporting purposes). Accounts should be definitely imported. KBAs are supporting the case resolution, but not such important as above 2

upvoted 1 times

Apperpro 1 year, 8 months ago

Knowledge Articles (A) are important, they are often considered part of the knowledge management migration rather than strictly application record data for CSM.

upvoted 1 times

Raghav_Chaudhary 1 year, 10 months ago

AD is correct

upvoted 1 times

VJL2024 2 years, 3 months ago

Although I think the answer is AB, it could also include D, as they may want to migrate open cases or historical cases. See
https://www.servicenow.com/community/csm-blog/good-practices-legacy-data-conversion-for-customer-service/ba-p/2291150
https://www.servicenow.com/community/csm-blog/good-practices-legacy-data-conversion-for-customer-service/ba-p/2291150

upvoted 1 times

netvision_g 2 years, 6 months ago

Accounts: Accounts store information about the customer organizations that the CSM team supports, such as their name, address, contact information, and subscription status. This information is essential for the CSM team to be able to provide effective support. Knowledge Articles: Knowledge articles contain information about products, services, and troubleshooting procedures. This information is essential for the CSM team to be able to quickly and accurately answer customer questions.

upvoted 1 times

eyalabuhamad2 2 years, 7 months ago

AB Here are some examples of why these two types of data are so important for CSM: Accounts: Accounts store information about the customer organizations that the CSM team supports, such as their name, address, contact information, and subscription status. This information is essential for the CSM team to be able to provide effective support. Knowledge Articles: Knowledge articles contain information about products, services, and troubleshooting procedures. This information is essential for the CSM team to be able to quickly and accurately answer customer questions.

upvoted 3 times

GWCLOUD2023 2 years, 7 months ago

https://www.servicenow.com/community/csm-forum/common-types-of-application-record-data-that-are-imported-during/m-p/2670426

upvoted 3 times

CLowe 2 years, 8 months ago

AB is the Correct Answer - see Vancouver Product Docs Customer Data: Includes Account Product Data: Includes Knowledge Articles https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/csm-data-management.html

upvoted 4 times

NokoNice 2 years, 10 months ago

BD i believel think this its AB instead because .. The specific types of data that are imported will depend on the specific needs of the business and the CSM team. Here are some examples of why these two types of data are so important for CSM: Accounts: Accounts store information about the customer organizations that the CSM team supports, such as their name, address, contact information, and subscription status. This information is essential for the CSM team to be able to provide effective support. Knowledge Articles: Knowledge articles contain information about products, services, and troubleshooting procedures. This information is essential for the CSM team to be able to quickly and accurately answer customer questions. Importing these two types of data allows the CSM team to quickly get up and running on the new system and to start providing support to customers.

upvoted 2 times

NokoNice 2 years, 10 months ago

Selected Answer: BD

BD i believe

upvoted 2 times

NokoNice 2 years, 10 months ago

I think this its AB instead because .. The specific types of data that are imported will depend on the specific needs of the business and the CSM team. Here are some examples of why these two types of data are so important for CSM: Accounts: Accounts store information about the customer organizations that the CSM team supports, such as their name, address, contact information, and subscription status. This information is essential for the CSM team to be able to provide effective support. Knowledge Articles: Knowledge articles contain information about products, services, and troubleshooting procedures. This information is essential for the CSM team to be able to quickly and accurately answer customer questions. Importing these two types of data allows the CSM team to quickly get up and running on the new system and to start providing support to customers.

upvoted 1 times

GulziM 2 years, 10 months ago

@DurkDurgler: Would it be possible for you to share the source please?

upvoted 1 times

DurkDurgler 3 years ago

It's AB

upvoted 3 times

Question #46 *Topic 1*

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

Suggested Answer: *A, B, D*

Official Answer: ABD

Community vote distribution

ABD (100%)

netvision_g Most Recent 1 year, 8 months ago

ABD is correct.

upvoted 1 times

NokoNice 2 years, 4 months ago

ABD is correct. A customer self-service portal is designed to function as an easy-to-access resource for leads and customers. It generally includes knowledge-base articles, FAQs, chat services, tutorials, community forums, and other relevant options for finding solutions. The customer self-service portal is usually hosted on the company's website and is available 24/7. Customer self-service empowers clients and potential clients with quick resolutions to common first- and second-tier issues.

upvoted 2 times

Stardust85 2 years, 10 months ago

Correct, customer cannot open an incident directly. They can create a case and a customer service agent can pass it to IT as an incident

upvoted 4 times

Question #47 *Topic 1*

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

A. Contacts

B. Web

C. Chat

D. Article

Suggested Answer: *B, C*

Official Answer: BC

Community vote distribution

BC (100%)

netvision_g Most Recent 1 year, 8 months ago

BC IS CORRECT

upvoted 1 times

NokoNice 2 years, 4 months ago

BC IS CORRECT

upvoted 2 times

Question #48 *Topic 1*

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

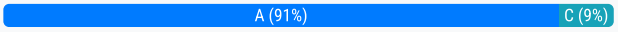
C. Live chat

D. Consumer self-registration

Suggested Answer: *D*

Official Answer: D

Community vote distribution



RahulBhor Highly Voted 3 years, 8 months ago

this should be A

upvoted 9 times

Ramonf98 Highly Voted 3 years, 7 months ago

In the fundamentals course there is a lab where you are required to used the consumer's self registration. Therefore, A is the correct answer.

upvoted 5 times

Raghav_Chaudhary Most Recent 1 year, 10 months ago

A is correct

upvoted 1 times

sephereth 2 years, 10 months ago

Answer: C. Chat D. Email Explanation: Omnichannels for communicating with customers includes - Chat (c) - Phone - Email (d) Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html

upvoted 1 times

NokoNice 2 years, 10 months ago

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

upvoted 1 times

Question #49 *Topic 1*

The Customer Support Portal default configuration provides the following channels to interact with customers? (Choose two.)

A. Web

B. Social

C. Chat

D. Email

Suggested Answer: *A, D*

Official Answer: AD

Community vote distribution

AC (60%) CD (40%)

621aaa6 Most Recent 8 months ago

A□C□□□

upvoted 1 times

ZunedM 1 year ago

https://www.servicenow.com/docs/bundle/vancouver-customer-service-management/page/product/customer-service-management/task/set-up-communication-channels.html

upvoted 1 times

Mohammedhz 1 year, 1 month ago

Going with AC i saw a lot of C,D answer but I think what's being forgotten is that this is for the Customer Service Portal only and not for channels of the whole CSM application

upvoted 2 times

dolschew 1 year, 3 months ago

Email - is not a function of the "Customer Support Portal" Using the "Customer Support Portal" you can: - use the catalog item to generate a case - chat with the agent

upvoted 2 times

robinchadwick 1 year, 3 months ago

Explanation: The Customer Support Portal in ServiceNow (usually accessible via /customer) provides out-of-the-box (OOB) channels that enable customers to interact with support teams. The default configuration includes: A. Web This is the primary interaction channel. Customers use the portal to: Submit cases Search knowledge articles Browse the service catalog Track their support history C. Chat Live Chat or Virtual Agent is provided OOB. This enables real-time assistance through: Predefined scripts and FAQs (via Virtual Agent) Live agent handoff (via Connect Support or third-party chat integrations)

upvoted 2 times

yskyskysk 1 year, 4 months ago

I think a,c

upvoted 2 times

40f5b7e 1 year, 4 months ago

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 Most Voted B. Catalog C. Portal D. Virtual Agent The answer is A. Web, so A and C are correct for this question

upvoted 2 times

40f5b7e 1 year, 4 months ago

https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html Case raised using Get help in Serice Portal is considered as Web channel. watch the videp in the link 0:47 and 3:31 , there is no e,ail option shown in service portal

upvoted 2 times

BladeRBG 1 year, 6 months ago

In the CSP, you can utilize only chat - live or virtual agent or requesting something via catalog (open a case, which will be classified as source web). Email is when you are using your email client (not the portal)

upvoted 2 times

rrshah83 1 year, 8 months ago

Chat = Virtual or live agent --> Interaction Web = Open a Case with channel web

upvoted 3 times

Pawan220486 1 year, 10 months ago

Answer C & D Explanation: Chat, Email and Phone are correct. Reference : https://docs.servicenow.com/en-US/bundle/sandiego-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html

upvoted 3 times

sephereth 1 year, 10 months ago

Answer: C. Chat D. Email Explanation: Omnichannels for communicating with customers includes - Chat (c) - Phone - Email (d) Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html

upvoted 2 times

NokoNice 1 year, 10 months ago

CD IS CORRECT

upvoted 2 times

123Destiny 1 year, 11 months ago

Omnichannels for communicating with customers: Chat channel From the Customer Service Portal and Consumer Service Portal, customers can start a chat with a virtual or live agent for help. Email channel With an email channel, customers can send emails to create new cases and update current cases. They can also receive email updates from customer service agents as cases progress. Phone channel External customers can reach out to customer service agents by phone. The Customer Service Management application uses both Computer Telephony Integration (CTI) and OpenFrame to provide phone support for customers.

upvoted 3 times

EspindolaGomes 2 years, 1 month ago

is the ans

upvoted 2 times

Lucky62 2 years, 2 months ago

C and D

upvoted 2 times

NOW_TT 2 years, 3 months ago

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

upvoted 3 times

HOTSPOT -

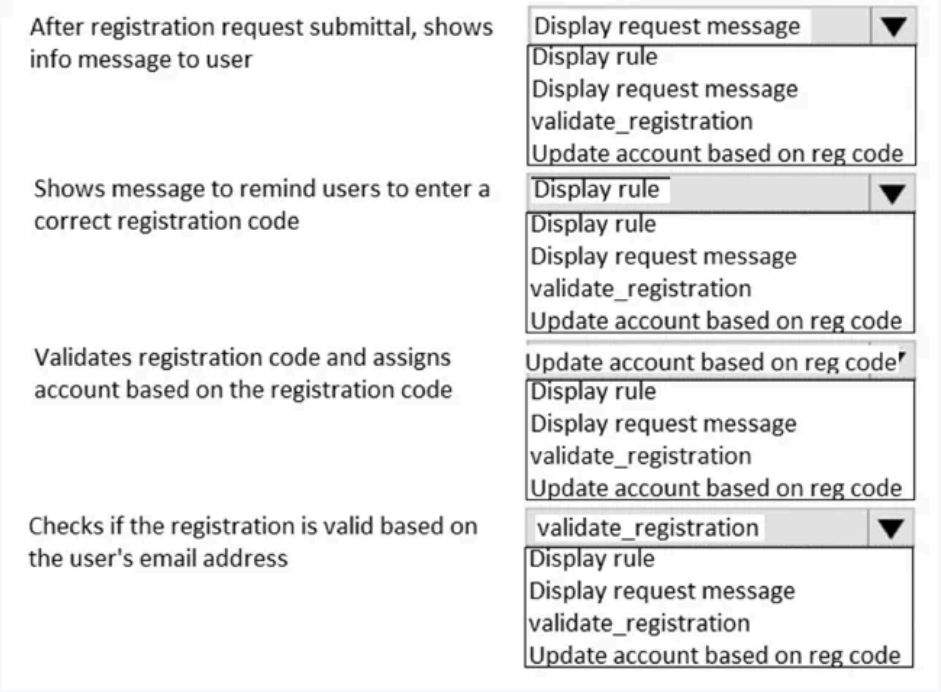
Match the business rule to its function in the Self-Service Portal.

Answer Area

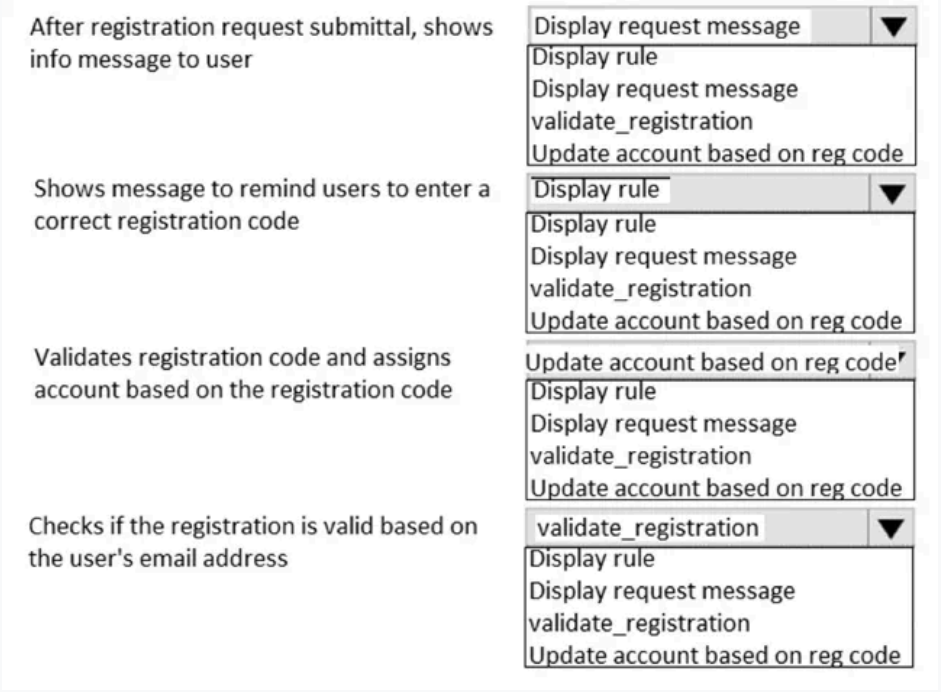
After registration request submittal, shows info message to user	Display rule / Display request message / validate_registration / Update account based on reg code
Shows message to remind users to enter a correct registration code	Display rule / Display request message / validate_registration / Update account based on reg code
Validates registration code and assigns account based on the registration code	Display rule / Display request message / validate_registration / Update account based on reg code
Checks if the registration is valid based on the user's email address	Display rule / Display request message / validate_registration / Update account based on reg code

Suggested Answer:

Answer Area



Answer Area



Gabriel79 Most Recent 2 years, 2 months ago

A2, B1, C4, D3 https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

upvoted 1 times

dhernandezrubio 2 years, 2 months ago

A2,B1,C4,D3Can you please explain better your answer?. As I am really struggeling to understand this question and those answers. Thank you.

upvoted 1 times

dhernandezrubio 2 years, 2 months ago

A2,B1,C4,D3

upvoted 1 times

SNOWHERO25 2 years, 2 months ago

Can you please explain better your answer?. As I am really struggeling to understand this question and those answers. Thank you.

upvoted 1 times

Question #51 *Topic 1*

The ServiceNow Communities feature is only available for customers with ServiceNow Customer Services Management licenses.

A. True

B. False

Suggested Answer: *A*

Official Answer: A

Community vote distribution



ThePhoenix Highly Voted 3 years, 1 month ago

It is also available to HRSD License holders. Source --> https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-communities/task/activate-communities.html

upvoted 8 times

BladeRBG Most Recent 1 year, 6 months ago

the question is bad. We are not suppose to know if HR app would also require a license for the Community, so it should be A

upvoted 1 times

AxelOrtiz 2 years, 3 months ago

Selected Answer: A

Well technically yes... but also the HR service Delivery can activate de plugin, so, if we take on count that might be B... no so clear this question. Documentation: Communities is available for customers who are: Licensed for the Customer Service Management application. Licensed for HR Service Delivery.

https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate-communities.html

upvoted 2 times

AxelOrtiz 2 years, 3 months ago

Well technically yes... but also the HR service Delivery can activate de plugin, so, if we take on count that might be B... no so clear this question. Documentation: Communities is available for customers who are: Licensed for the Customer Service Management application. Licensed for HR Service Delivery. https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate-communities.htmlSo no is the correct answer

upvoted 2 times

1077 2 years, 2 months ago

So no is the correct answer

upvoted 2 times

sephereth 2 years, 4 months ago

Answer: B. False Explanation: - Licensed for the Customer Service Management application - licensed for HR Service Delivery Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate-communities.html

upvoted 2 times

NokoNice 2 years, 4 months ago

B is correct

upvoted 2 times

Lucky62 2 years, 8 months ago

B correct

upvoted 3 times

Question #52 *Topic 1*

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

Suggested Answer: *A*
Official Answer: A

Community vote distribution
A (100%)

NokoNice Most Recent 1 year, 10 months ago
A is correct. B2C customer service relationships are typically characterized by the following: The customer is an individual consumer. The customer is typically purchasing a product or service for personal use. The customer is typically dealing directly with a business representative, such as a sales associate, customer service agent, or technician.
upvoted 1 times

Question #53 *Topic 1*

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

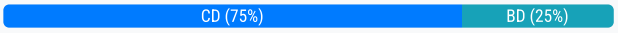
C. Remove the Demo Data via a HI Request

D. Clone back to this instance from a valid instance

Suggested Answer: *C, D*

Official Answer: CD

Community vote distribution



CLowe Most Recent 2 years, 2 months ago

C & D are correct https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/use-consumer-service-portal.html

upvoted 2 times

NokoNice 2 years, 3 months ago

BD is Correct. The Case Interceptor is a feature of the CSM Demo Data Plugin that creates and updates demo case data. Disabling the Case Interceptor will prevent the demo case data from being updated, which can help to improve the performance of the instance. Clone back to this instance from a valid instance Cloning a valid instance is a good way to prepare an instance for production. Cloning will create a new instance with the same data and configuration as the valid instance. This can help to ensure that the new instance is ready for production.

upvoted 2 times

sephereth 2 years, 4 months ago

Answer: C. Remove the Demo Data via a HI Request D. Clone back to this instance from a valid instance Explanation: A. will work, but its kinda like blowing up the planet to kill a fly.... B. as about helpful as an air conditioner on the planet hoth, so C and D is more logical... or you could identify the demo records and then delete those... high risk low reward....

upvoted 4 times

Question #54 *Topic 1*

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

Suggested Answer: *C*
Official Answer: C

Community vote distribution
C (80%) B (20%)

robinchadwick Most Recent 1 year, 3 months ago
Direct quote from the CSM Essentials Course Materials Section 5.1 - Case Overview Under "What is a Case" An Agent creates a new case to record a customer's question or issue as well as to track the activities related to resolving the issue.
upvoted 1 times

BladeRBG 1 year, 6 months ago
here we are talking about opening a case from interaction, so when a customer has a question or issue, it can be resolved within the interaction, but if there is an internal problem, that would require followup support, which means creating a case (and may be incident/problem out of it)
upvoted 1 times

netvision_g 1 year, 8 months ago
C is correctOk, I am going through the CSM Essentials course and i can not find ANY reference for "inbound case". Can you, please, provide me with reference to a document that suggest the correct answer is C?
upvoted 1 times

netvision_g 1 year, 8 months ago
Selected Answer: C
C is correct
upvoted 1 times

Hangmanmio 1 year, 6 months ago
Ok, I am going through the CSM Essentials course and i can not find ANY reference for "inbound case". Can you, please, provide me with reference to a document that suggest the correct answer is C?
upvoted 1 times

NokoNice 2 years, 4 months ago
C is correct
upvoted 2 times

Question #55 *Topic 1*

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

Suggested Answer: *A*
Official Answer: A

Community vote distribution
A (100%)

netvision_g Most Recent 1 year, 12 months ago
Product models A product is a type of goods or services that your company sells and supports. Product models identify different types of products, such as a service, hardware, software, or consumables. Assets An asset is a specific product or instance that is supported for a customer. Assets can have serial numbers or asset tag numbers and can be allocated to individual accounts or to a contact within an account. Assets can also have associated support contracts. Source: https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/customer-service-product-data.html
upvoted 1 times

NokoNice 2 years, 4 months ago
B is correct.

The whole Install Base setup with Sold Products is focused on digital services, which are different from physical products and assets because they are deployed in a public or private cloud.

Thus a sold product basically is a service you're selling such as router maintenance, phone subscription, document management, etc... whereas an asset is a physical product located at the customer's premises.
upvoted 1 times

NokoNice 2 years, 4 months ago
B is correct. The whole Install Base setup with Sold Products is focused on digital services, which are different from physical products and assets because they are deployed in a public or private cloud. Thus a sold product basically is a service you're selling such as router maintenance, phone subscription, document management, etc... whereas an asset is a physical product located at the customer's premises.should be A. A product is a type of asset that represents a model or a type of item that can be sold or delivered to customers, it's on the CSM website product documentation
upvoted 1 times

sephereth 2 years, 4 months ago
should be A. A product is a type of asset that represents a model or a type of item that can be sold or delivered to customers, it's on the CSM website product documentation
upvoted 3 times

Question #56 *Topic 1*

Entitlements specify the level of service provided to customers.

A. False

B. True

Suggested Answer: *B*

Official Answer: B

Community vote distribution

B (100%)

veehta Most Recent 1 year, 9 months ago

An entitlement defines the type of support that a customer receives as well as the supported communication channels.

upvoted 1 times

netvision_g 2 years, 6 months ago

An entitlement defines the type of support that a customer receives as well as the supported communication channels. Source: https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/configure-csm-entitlements.html

upvoted 1 times

NokoNice 2 years, 10 months ago

B is correct. https://www.servicenow.com/community/csm-forum/what-is-entitlement-in-customer-service/m-p/401534

upvoted 2 times

Question #57 *Topic 1*

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

A. True

B. False

Suggested Answer: *A*

Official Answer: A

Community vote distribution

A (100%)

Zpika Most Recent 1 year, 7 months ago

Partner administrator [sn_customerservice.partner_admin] Administrator role for a partner account. The partner administrator can do the following: Access the data within the partner account. Access the data created by the contacts in their company in the customer account. Manage users for the partner account and for customer accounts. View all of the cases created by a partner.

upvoted 1 times

A1sha 2 years ago

CRRT ANSWER

upvoted 1 times

Question #58 *Topic 1*

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.

Suggested Answer: *A, D*

Official Answer: AD

Community vote distribution



a78ca8a Most Recent 10 months, 2 weeks ago

A - how do you import to multiple instances at the same time? So, it must be separated. D - You cannot import embedded images. you must upload it.

upvoted 2 times

JBurns1979 1 year ago

Makes the most sense

upvoted 4 times

rrshah83 1 year, 8 months ago

you can import images with the rest of the knowledge content

upvoted 3 times

a643c53 1 year, 8 months ago

Servicenow does adjust the length with com.glide.loader.verify_target_field_size set to true. So correct answers are A and D. Besides, how do you import to multiple instances at the same time?

upvoted 2 times

Pausalpa 2 years, 1 month ago

It also references to another question and to info for the Implementation Course

upvoted 3 times

sblancodiaz 2 years, 3 months ago

CD is the correct answer

upvoted 3 times

Lucky62 2 years, 8 months ago

C and D

upvoted 3 times

ThePhoenix 3 years, 1 month ago

I believe the correct answer should be C, D

upvoted 4 times

Question #59 *Topic 1*

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

A. True

B. False

Suggested Answer: *A*

Official Answer: A

Community vote distribution



RahulBhor Highly Voted 3 years, 8 months ago

This should be right

upvoted 5 times

dolschew Most Recent 1 year, 3 months ago

I did not find any costs info's in the dashboards: - Customer Service Agent - Customer Service Manager - Customer Service Overview

upvoted 1 times

nikkii22 1 year, 5 months ago

b is correct

upvoted 1 times

1911a0d 1 year, 7 months ago

The statement is True. Cost information on cases is indeed available as part of the Performance Analytics Content Pack for Customer Service in ServiceNow

upvoted 1 times

Apperpro 1 year, 8 months ago

Cost information on cases is included in the Performance Analytics Content Pack for Customer Service to help organizations analyze and track case-related costs. This data can be used for making strategic decisions and optimizing operations.However, the Performance Analytics Content Pack for Customer Service (com.snc.pa.customer_service) does not include cost information by default. To track costs, the Performance Analytics Content Pack for Financial Management (PACP-Financial Mgmt plugin) needs to be enabled and integrated.

upvoted 1 times

Apperpro 1 year, 8 months ago

Selected Answer: A

Cost information on cases is included in the Performance Analytics Content Pack for Customer Service to help organizations analyze and track case-related costs. This data can be used for making strategic decisions and optimizing operations.

upvoted 1 times

Apperpro 1 year, 7 months ago

However, the Performance Analytics Content Pack for Customer Service (com.snc.pa.customer_service) does not include cost information by default. To track costs, the Performance Analytics Content Pack for Financial Management (PACP-Financial Mgmt plugin) needs to be enabled and integrated.

upvoted 1 times

Raghav_Chaudhary 1 year, 10 months ago

B is correct

upvoted 1 times

NokoNice 2 years, 10 months ago

B is correct

upvoted 2 times

123Destiny 2 years, 10 months ago

I really hate how confusing this question is but I think A is correct. Under the Customer Service Executive dashboard there is a Cost Information tab which allows you to see Total Cost per Case as well as the Cost per Case under different indicators (channel, product, & account). This feature is ONLY available through the "Performance Analytics - Content Pack - Financial Management for Customer Service". The question doesn't specify which PACP makes it possible but I think that is intentional to test knowledge. The only way I can see it being false is if "Performance Analytics Content Pack for Customer Service" were a real thing, but it's not. SN doesn't offer a generalized content pack. They're all specialized to match the specific

needs of the customer. Source: https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/csm-executive-dashboard.html**CORRECTION** This false. Performance Analytics - Content Pack - Customer Service (com.snc.pa.customer_service) is in the tracking and analysis section of the CSM fundamentals course. It does NOT include cost information unless the PACP-Financial Mgmt plugin (as mentioned above) is also added.

upvoted 3 times

123Destiny 2 years, 10 months ago

Selected Answer: A

I really hate how confusing this question is but I think A is correct. Under the Customer Service Executive dashboard there is a Cost Information tab which allows you to see Total Cost per Case as well as the Cost per Case under different indicators (channel, product, & account). This feature is ONLY available through the "Performance Analytics - Content Pack - Financial Management for Customer Service". The question doesn't specify which PACP makes it possible but I think that is intentional to test knowledge.

The only way I can see it being false is if "Performance Analytics Content Pack for Customer Service" were a real thing, but it's not. SN doesn't offer a generalized content pack. They're all specialized to match the specific needs of the customer.

Source: https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/csm-executive-dashboard.html

upvoted 3 times

123Destiny 2 years, 10 months ago

CORRECTION This false. Performance Analytics - Content Pack - Customer Service (com.snc.pa.customer_service) is in the tracking and analysis section of the CSM fundamentals course. It does NOT include cost information unless the PACP-Financial Mgmt plugin (as mentioned above) is also added.

upvoted 4 times

EspindolaGomes 3 years ago

b is right not A

upvoted 2 times

Lucky62 3 years, 2 months ago

False is True

upvoted 2 times

Question #60 *Topic 1*

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

Suggested Answer: *C*

Official Answer: C

Community vote distribution

C (100%)

SasankaV Most Recent 2 years, 1 month ago

C is correct response

upvoted 1 times

netvision_g 2 years, 2 months ago

C is correct

upvoted 1 times

NokoNice 2 years, 10 months ago

C is correct Using Guided Decisions has the following benefits: • Improve first contact resolu□on: Dynamically guide customer service agents along the optimal path to resolve complex cases. • Shift to digital faster: Author decision trees and guide customer service agents to take the next optimal action. • Improve customer service agent productivity: Surface contextual recommendations in the CSM workspace.

upvoted 2 times

Question #61 *Topic 1*

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

Suggested Answer: *D*

Official Answer: D

Community vote distribution

D (100%)

NokoNice Most Recent 1 year, 10 months ago

D is correct. Spotlight enables you to define weighted criteria for important work and quickly identify the most important tasks based on these criteria, such as when triaging cases or performing lead scoring. You can prioritize tasks based on multiple dimensions instead of a single field value, like priority

upvoted 2 times

sephereth 2 years ago

Should be d. "Use Spotlight to identify and rank records of interest based on multiple weighted criteria." Source: https://docs.servicenow.com/bundle/utah-now-intelligence/page/use/performance-analytics/concept/spotlight.html

upvoted 2 times

Question #62 *Topic 1*

During which Now Create stage are workshops conducted?

A. Execute

B. Initiate

C. Deliver

D. Plan

E. Close

Suggested Answer: *D*

Official Answer: D

Community vote distribution

D (100%)

netvision_g Most Recent 1 year, 11 months ago

Ebook - CSM see page 223 https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/222

upvoted 1 times

NokoNice 2 years, 4 months ago

D i believe is correct

upvoted 1 times

sephereth 2 years, 6 months ago

D. should be the right answer. Details of a workstream including tasks by methodology phase states 1. Initiate - Define Strategy - Train Project Teams 2. Plan (d) - Conduct Change Workshops 3. Execute - Execute Communications 4. Deliver - Enable Training 5. Close - Conduct Surveys Source: https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/now-create-ebook.pdf (page 7)

upvoted 1 times

EspindolaGomes 2 years, 7 months ago

Plan is the right ans

upvoted 2 times

Question #63 *Topic 1*

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

Suggested Answer: *B*

Official Answer: B

Community vote distribution

B (100%)

netvision_g Most Recent 2 years ago

The Walk-up Experience application is for pre-built support lounges. The application enables your organization to set up a walk-up contact channel to support online and on-site queue check-in. https://docs.servicenow.com/bundle/vancouver-it-service-management/page/product/walk-up-experience/task/activate-walkup-experience.html

upvoted 1 times

NokoNice 2 years, 4 months ago

B is correct https://docs.servicenow.com/bundle/vancouver-it-service-management/page/product/walk-up-experience/task/activate-walkup-experience.html

upvoted 2 times

stophs 2 years, 8 months ago

b is correct

upvoted 2 times

Question #64 *Topic 1*

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

Suggested Answer: *A, C, D, F*

Official Answer: ACDF

Community vote distribution

ABCF (100%)

ThePhoenix Highly Voted 3 years, 8 months ago

I believe the correct answer is A, B, C, F

upvoted 9 times

netvision_g Most Recent 2 years, 2 months ago

Is correct A, B, C, F

upvoted 1 times

De60 2 years, 8 months ago

I believe the correct answer is A, B, C, F

upvoted 2 times

NokoNice 2 years, 10 months ago

ABCF Is correct. Organizational structure (yours and your customers) Geographical location (yours and your customers) Language and cultural differences (yours and your customers) Time zones (yours and your customers) Industry sector (your customers) Knowledge and skills required Criticality or VIP status of contacts Number of agents required

upvoted 2 times

123Destiny 2 years, 11 months ago

From the CSM Fundamentals Customer Support Desk Organizational Structure: There are many influencing factors that will help determine the type of customer support desk structure required, these factors can include: Organizational structure (yours and your customers) Geographical location (yours and your customers) Language and cultural differences (yours and your customers) Time zones (yours and your customers) Industry sector (your customers) Knowledge and skills required Criticality or VIP status of contacts Number of agents required

upvoted 2 times

EspindolaGomes 3 years ago

right ans

upvoted 1 times

stophs 3 years, 2 months ago

abcf are correct

upvoted 1 times

Question #65 *Topic 1*

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

Suggested Answer: *A*

Official Answer: A

Community vote distribution

A (100%)

netvision_g Most Recent 2 years ago

E-book pág 10

upvoted 1 times

NokoNice 2 years, 4 months ago

A is correct. https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0748236

upvoted 1 times

Question #66 *Topic 1*

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

Suggested Answer: *A*

Official Answer: A

Community vote distribution



rrshah83 Most Recent 1 year, 8 months ago

Billing is enabled with demo data

upvoted 1 times

netvision_g 2 years ago

E-book pág, 48.

upvoted 2 times

NokoNice 2 years, 4 months ago

A is correct An out-of-the-box (OOB) example of another case type is the order case type. This case type is available after activating the Customer Service Management Demo Data or Customer Service Management for Orders plugin and affects the creation path of cases

upvoted 2 times

Question #67 *Topic 1*

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

Suggested Answer: *D*
Official Answer: D

Community vote distribution
D (100%)

netvision_g Most Recent 1 year, 8 months ago
Answer: D.
upvoted 1 times

sephereth 2 years, 4 months ago
Answer: D. Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates
Explanation: "The Deactivate Special Handling Notes scheduled job, which runs daily at midnight, checks the dates in the Effective on and Expires on fields for each note." source: https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html#
upvoted 3 times

NokoNice 2 years, 4 months ago
D is correct. The Deactivate Special Handling Notes scheduled job, which runs daily at midnight, checks the dates in the Effective on and Expires on fields for each note. If a special handling note has reached its Effective on date, the scheduled job sets the status of the note to Active. If a special handling note has reached its Expires on date, the scheduled job sets the status of the note to Expired.
upvoted 2 times

EspindolaGomes 2 years, 7 months ago
Regarding https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html#
upvoted 3 times

stophs 2 years, 8 months ago
d is correct
upvoted 2 times

Question #68 *Topic 1*

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

Suggested Answer: *A*

Official Answer: A

Community vote distribution

A (100%)

netvision_g Most Recent 2 years ago

Agent Whisper lets agents and chat managers have a conversation without the requester knowing. https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/administer/conversational-interfaces/concept/ci-agent-whisper.html

upvoted 2 times

NokoNice 2 years, 4 months ago

A is correct

upvoted 2 times

sephereth 2 years, 6 months ago

A. is correct answer Explanation: "Agent Whisper lets agents and chat managers have a conversation without the requester knowing." source: https://docs.servicenow.com/bundle/utah-servicenow-platform/page/administer/conversational-interfaces/concept/ci-agent-whisper.html

upvoted 2 times

Question #69 *Topic 1*

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)

Suggested Answer: *B, C*
Official Answer: BC

Community vote distribution
BC (100%)

netvision_g Most Recent 1 year, 11 months ago
Consumer [csm_consumer] Stores the consumer records. Consumer User [csm_consumer_user] Stores the consumer registration records that are created when the consumers complete the self-registration process from the Consumer Service Portal. This table extends the Users table (sys_user). Source: https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/reference/r_TIWCustomerService.html
upvoted 1 times

NokoNice 2 years, 4 months ago
BC are correct. The consumer field within a case is looking at the consumer table, not the consumer users table. So that's why you don't see them. When a user completes the self-registration naturally, a record is created in both the sys_user table as a Consumer User (csm_consumer_user) AND...the consumer table (csm_consumer). They are kept in-sync via a business rule.
upvoted 2 times

sephereth 2 years, 6 months ago
B and C are correct. Explanation: csm_consumer-user doesn't exists, csm_consumer_user is the correct table - csm_consumer_user table: Stores consumer registration records that are created when consumers complete the self-registration process from the Consumer Service Portal. This table extends the Users table (sys_user). - csm_consumer: Stores consumer records. Source: https://docs.servicenow.com/en-US/bundle/sandiego-customer-service-management/page/product/customer-service-management/reference/r_TIWCustomerService.html
upvoted 2 times

Question #70 *Topic 1*

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)

Suggested Answer: *A, B*

Official Answer: AB

Community vote distribution

AB (100%)

netvision_g Most Recent 1 year, 12 months ago

Two sets of users can create cases from questions: Customer service agents, consumer service agents, and customer service managers. Users with the sn_customerservice.proxy_case_creator role. Community administrators and community moderators inherit this role. Source: https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-communities/concept/case-management-integration.html

upvoted 1 times

NokoNice 2 years, 4 months ago

AB is correct https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-communities/concept/case-management-integration.html

upvoted 2 times

PappyFox 2 years, 8 months ago

Who can create cases from discussions or questions? Customer Service Agents. Consumer Service Agents. Customer Service Managers. Users with the sn_customerservice.proxy_case_creator role. Community administrators and moderators will automatically inherit the sn_customerservice.proxy_case_creator role.

upvoted 3 times

stophs 2 years, 8 months ago

a and B are correct https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-communities/concept/case-management-integration.html

upvoted 2 times

Question #71 *Topic 1*

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 three.)

A. Correlation

B. Availability

C. Scripted

D. Simple Match

E. Aggregate

Suggested Answer: *C, D, E*

Official Answer: CDE

Community vote distribution

CDE (100%)

netvision_g Most Recent 1 year, 8 months ago

C. Scripted D. Simple Match E. Aggregate

upvoted 1 times

sephereth 2 years, 4 months ago

Answer: C. Scripted D. Simple Match E. Aggregate Explanation: There are three types of matching criteria: - Simple Match: creates one-to-one matching, such as matching the time zone of an agent with the time zone of a task location. (d.) - Aggregate: uses a simple query and returns an aggregate result. For an aggregate type, select a table and create a filter, and then select an aggregate field such as the Assigned to field. This type of query returns a set of users. (e.) - Scripted: uses a scripted query which returns a list of users. (c.) Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-criteria.html

upvoted 3 times

NokoNice 2 years, 4 months ago

CDE is Correct. The assignment workbench uses configurable matching criteria, such as skills and availability, to evaluate the agents in a selected group and provide an overall ranking. There are three types of matching criteria: Simple Match: creates one-to-one matching, such as matching the time zone of an agent with the time zone of a task location. Aggregate: uses a simple query and returns an aggregate result. For an aggregate type, select a table and create a filter, and then select an aggregate field such as the Assigned to field. This type of query returns a set of users. Scripted: uses a scripted query which returns a list of users.

upvoted 2 times

EspindolaGomes 2 years, 7 months ago

Regarding doc: Simple Match: creates one-to-one matching, such as matching the time zone of an agent with the time zone of a task location. Aggregate: uses a simple query and returns an aggregate result. For an aggregate type, select a table and create a filter, and then select an aggregate field such as the Assigned to field. This type of query returns a set of users. Scripted: uses a scripted query which returns a list of users.

upvoted 3 times

SvenChao 2 years, 7 months ago

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

upvoted 2 times

Question #72 *Topic 1*

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

B. Facility assets

C. Configuration assets

D. Software licenses assets

E. Enterprise Software assets

F. Network assets

G. Consumables assets

Suggested Answer: *A, B, D, E, G*

Official Answer: ABDEG

Community vote distribution



Xaxitriz Most Recent 1 year, 11 months ago

Tables (classes) that extend the Asset table, taken straight from sys_db_object.list: - Consumable - Enterprise asset - Enterprise Software Asset - Facility - Hardware - Software License

upvoted 1 times

netvision_g 2 years, 6 months ago

https://docs.servicenow.com/bundle/washingtondc-it-service-management/page/product/asset-management/concept/c_AssetClasses.html

upvoted 1 times

NokoNice 2 years, 10 months ago

ABDEG Is Correct The default asset classes are Hardware, Software License, Consumable, Bundle, Software Entitlement, and Facility. These general classes can be used to manage various assets.

upvoted 4 times

sephereth 3 years ago

Answer: A. Hardware assets B. Facility assets D. Software licenses assets E. Enterprise Software assets G. Consumables assets Explanation: "The default asset classes are Hardware, Software License, Consumable, Bundle, Software Entitlement, and Facility." Source: https://docs.servicenow.com/en-US/bundle/sandiego-it-service-management/page/product/asset-management/concept/c_AssetClasses.html

upvoted 3 times

Question #73 *Topic 1*

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

C. ServiceNow uses the same Asset table for both CSM and ITSM, however CSM has a different subset of fields

D. Because CSM Assets are managed differently from ITSM Assets ServiceNow uses different Asset Tables for CSM than it does for ITSM

Suggested Answer: *B*

Official Answer: B

Community vote distribution

C (100%)

RahulBhor Highly Voted 2 years, 8 months ago

This should be correct

upvoted 11 times

NokoNice Most Recent 1 year, 10 months ago

C is correct

upvoted 4 times

saurabh989 2 years, 1 month ago

C should be the right answer. Because in CSM there is no table named as Product Model and even Asset table does not belong to ITSM instead it belongs to ITAM. So, CSM and ITSM uses the same Asset table but CSM Asset have one field which is Asset class.

upvoted 3 times

Bhavi9999 2 years, 7 months ago

This question was on the exam

upvoted 4 times

Question #74 *Topic 1*

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. New > Open > Work in Progress > Solution Proposed > Closed

C. Open > Pending > Work in Progress > Resolved > Closed

D. New > Open > Awaiting Info > Open > Resolved > Closed

Suggested Answer: *D*

Official Answer: D

Community vote distribution

D (100%)

Bubu770 Most Recent 1 year, 9 months ago

Easy to remember. Awaiting info is only used in D. an CSM doesnt has "on Hold"

upvoted 1 times

netvision_g 2 years, 5 months ago

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

upvoted 1 times

NokoNice 2 years, 10 months ago

D is Correct. https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseStates.html

upvoted 2 times

EspindolaGomes 3 years, 1 month ago

ans is D

upvoted 2 times

stophs 3 years, 2 months ago

d is correct

upvoted 2 times

Question #75 *Topic 1*

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

A. Matching Skills

B. Last Assigned

C. Certifications

D. Distance

E. Assigned Cases

F. Availability Today

G. Partner Hours

Suggested Answer: *A, B, E, F*

Official Answer: ABEF

Community vote distribution

ABEF (100%)

netvision_g Most Recent 1 year, 8 months ago

ABEF is Correct

upvoted 1 times

NokoNice 2 years, 4 months ago

ABEF is Correct

upvoted 2 times

sephereth 2 years, 6 months ago

Answer: A. Matching Skills B. Last Assigned E. Assigned Cases F. Availability Today Explanation: matching criteria: - Availability Today - Matching Skills - Matching Skills - Mandatory Skills Support - Assigned Cases - Last Assigned Source: https://docs.servicenow.com/en-US/bundle/sandiego-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-criteria.html

upvoted 4 times

Question #76 *Topic 1*

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

Suggested Answer: *A*

Official Answer: A

Community vote distribution

A (100%)

netvision_g Most Recent 2 years ago

A partner is a supported external customer that, in turn, sells to and supports one or more customers. A partner account record stores information about a partner's company, similar to a customer account. On a partner account record, the Partner field is enabled. A partner can report and manage cases on behalf of customers. A partner can also be a customer.

upvoted 1 times

NokoNice 2 years, 4 months ago

A is the correct answer A partner is a supported external customer that, in turn, sells to and supports one or more customers.

upvoted 2 times

Question #77 *Topic 1*

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. Eliminate the need for more traditional performance analytics

B. Auto-generate clusters of cases that point to similar underlying issues

C. Create root cause solutions for similar cases

D. A guaranteed reduction in call volume per month

Suggested Answer: *B*

Official Answer: B

Community vote distribution

B (100%)

netvision_g Most Recent 2 years ago

E-book pág 157. https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/156

upvoted 1 times

NokoNice 2 years, 4 months ago

B is correct

upvoted 2 times

stophs 2 years, 8 months ago

b is correct https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/trending-case-topics.html

upvoted 2 times

Question #78 *Topic 1*

Which ServiceNow applications can be integrated out-of-the-box with CSM? (Choose three.)

A. Service Portfolio Management

B. Project Management

C. DevOps

D. Risk Management

E. ITOM Event Management

Suggested Answer: *A, B, E*

Official Answer: ABE

Community vote distribution

ABE (100%)

NokoNice Most Recent 1 year, 10 months ago

ABE Is Correct. https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/integrate-csm-other-applics.html

upvoted 2 times

sephereth 2 years ago

Answer: A. Service Portfolio Management B. Project Management E. ITOM Event Management Explanation: Customer Service Management provides integrations with the following applications: - Request, Incident, Problem, and Change Management - Service Portfolio Management (a) - Continual Improvement Management - Field Service Management - ITOM Event Management (c) - Customer Project Management (b) - Financial Management - Adobe Experience Manager - Computer Telephony Integration (CTI) - Microsoft Outlook - Process Optimization - Safe Workplace applications, such as Employee Health Screening - Consumer messaging apps, including WhatsApp, Google Business Messages, and - Facebook Messenger Source: https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/integrate-csm-other-applics.html

upvoted 4 times

stophs 2 years, 2 months ago

abe https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/concept/integrate-csm-other-applics.html

upvoted 3 times

Question #79 *Topic 1*

Which of the following are benefits that may be gained from using communities? (Choose three.)

A. Reduce support costs

B. Engagement with Customers

C. Get product feedback

D. Reduce cost per sales

E. Increase marketing effectiveness

Suggested Answer: *B, C, E*

Official Answer: BCE

Community vote distribution

ABC (100%)

NokoNice Most Recent 2 years, 10 months ago

ABC is correct

upvoted 2 times

EspindolaGomes 3 years, 1 month ago

make more sense

upvoted 2 times

Lucky62 3 years, 2 months ago

ABC are correct

upvoted 2 times

Romeoxmen 3 years, 5 months ago

BCE is correct

upvoted 1 times

ThePhoenix 3 years, 8 months ago

I believe the correct answer should be A, B, C

upvoted 3 times

Question #80 *Topic 1*

What is a case?

A. An individual record that handles and resolves incidents for external customers

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 routes issues for internal users

Suggested Answer: *C*

Official Answer: C

Community vote distribution

C (100%)

netvision_g Most Recent 1 year, 10 months ago

C is correct

upvoted 1 times

NokoNice 2 years, 4 months ago

C is correct 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.

upvoted 2 times

EspindolaGomes 2 years, 7 months ago

is the right ans

upvoted 2 times

Question #81 *Topic 1*

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

A. WebDAV-versioned

B. Web-configurable

C. WebDAV-compliant

D. Web-based

Suggested Answer: *C*
Official Answer: C

Community vote distribution
C (100%)

netvision_g Most Recent 2 years ago
E-book pág, 206 https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/205
upvoted 1 times

NokoNice 2 years, 4 months ago
Users store and manage knowledge using various external sources and search each source separately for relevant results. External content integration enables acquiring and searching all WebDAV-compliant source content from a single location. This provides users with a seamless search experience across multiple knowledge sources and drives more usage to the platform
upvoted 2 times

NokoNice 2 years, 4 months ago
C is correct. Before you import content, create and configure the connection between the a Web Distributed Authoring and Versioning (WebDAV) - compliant external knowledge source and the ServiceNow knowledge base into which you want to import content. Define import parameters for the external knowledge source.
upvoted 2 times

sephereth 2 years, 6 months ago
Answer: C. WebDAV-compliant Explanation: "External content integration enables acquiring and searching all WebDAV-compliant source content from a single location." Source: https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/knowledge-external-content-integration.html
upvoted 3 times

Question #82 *Topic 1*

An Account Relationship is based on a defined account relationship hype. Users with the System Administrator role can define two types of relationships: (Choose two.)

A. Partner-to-customer

B. Account-to-customer

C. Account-to-account

D. Customer-to-Consumer

E. Partner-to-account

Suggested Answer: *C, E*

Official Answer: CE

Community vote distribution

CE (100%)

to_wrobel Most Recent 2 years ago

"An account relationship type defines a relationship that can exist between accounts. Users with the system administrator role can define the following account relationship types: - Account-to-account - Partner-to-account" Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/c_AccountRelationships.html

upvoted 2 times

netvision_g 2 years, 4 months ago

partner-to-account account-to-account

upvoted 1 times

NokoNice 2 years, 9 months ago

CE is Correct. An Account Relationship is based on a defined account relationship type. Users with the Administrator role (admin) can define two types of relationships: partner-to-account account-to-account

upvoted 2 times

sephereth 2 years, 10 months ago

Answer: C. Account-to-account E. Partner-to-account Explanation: account to relatinoship form fields states: - Account from: "If you are creating the relationship from an account or partner record, this field is automatically filled in" which translates to partner-to-account (e.) - Account to: "he target account for this relationship." which translates to Account-to-account (c.) However, i am not entirely sure if this is correct ¯_(□)_/¯ Source: https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/task/t_CreateAcctRelationshipRecord.html

upvoted 2 times

stophs 3 years, 2 months ago

c e https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/task/t_CreateAcctRelationshipRecord.html

upvoted 2 times

Question #83 *Topic 1*

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

Suggested Answer: *D*
Official Answer: D

Community vote distribution
D (100%)

netvision_g Most Recent 2 years ago
You specify user criteria for a knowledge base to control which users are granted access to read and contribute knowledge articles to that knowledge base. https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html
upvoted 1 times

NokoNice 2 years, 4 months ago
D is correct. https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html
upvoted 2 times

Question #84 *Topic 1*

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

A. Choose the NLU service provider

B. In the NLU Settings configure the Intent confidence threshold

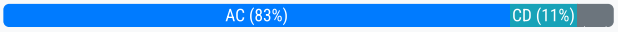
C. Enable NLU in Virtual Agent

D. In the NLU Settings configure the Entity confidence threshold

Suggested Answer: *B, C*

Official Answer: BC

Community vote distribution



RahulBhor Highly Voted 3 years, 2 months ago

This should be correct

upvoted 7 times

netvision_g Most Recent 2 years ago

E-book pág 17 https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/16

upvoted 1 times

sunnygohappy 2 years ago

The Activate toggle switch for NLU is toggled on for all new Virtual Agent activations and the NLU Service Provider defaults to ServiceNow NLU. Source: https://docs.servicenow.com/bundle/utah-servicenow-platform/page/administer/virtual-agent/task/configure-nlu-settings.html

upvoted 1 times

mrcharli66 2 years, 2 months ago

A and C

upvoted 3 times

NokoNice 2 years, 3 months ago

Enable NLU in Virtual Agent To enable NLU in Virtual Agent, navigate to Virtual Agent > Conversation Flows. Click the Edit button next to the conversation flow that you want to enable NLU for. Scroll down to the NLU section and check the Enable NLU checkbox. Click Save. In the NLU Settings configure the Intent confidence threshold The Intent confidence threshold is the minimum score that an intent must have in order for NLU to match it to a user query. To configure the Intent confidence threshold, navigate to Virtual Agent > NLU Settings. Enter the desired Intent confidence threshold in the Intent confidence threshold field. Click Save. https://docs.servicenow.com/en-US/bundle/vancouver-intelligent-experiences/page/administer/natural-language-understanding/concept/nlu-model-settings.html

upvoted 2 times

saurabh989 2 years, 7 months ago

Given answer should be correct. https://www.servicenow.com/community/virtual-agent-nlu-articles/enabling-nlu-for-the-virtual-agent/ta-p/2307581

upvoted 2 times

Lucky62 2 years, 8 months ago

A and C are correct

upvoted 2 times

stophs 2 years, 8 months ago

A C ARE CORRECT

upvoted 2 times

MrBravo 2 years, 11 months ago

BC should be correct if you ask me.

upvoted 2 times

Question #85 *Topic 1*

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 two.)

A. Contact

B. Configuration Item

C. Business Service

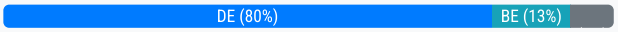
D. Install base item

E. Sold product

Suggested Answer: *C, D*

Official Answer: CD

Community vote distribution



sephereth Highly Voted 3 years ago

Answer: D. Install base item E. Sold product Explanation: Service Entitlement form: - Name - Product - Account - Consumer - Contract - Asset - Active - Channel - Install Base Item (d.) - Sold Product (e.) - Business hours - Start date - End date - Total Units - Remaining Units - Unit - Per unit Source: https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/task/c_CreateAnEntitlement.html

upvoted 8 times

NokoNice Most Recent 2 years, 10 months ago

DE is Correct

upvoted 2 times

saurabh989 3 years, 1 month ago

DE is the correct information. https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/task/c_CreateAnEntitlement.html

upvoted 2 times

Lucky62 3 years, 2 months ago

C and D are correct

upvoted 1 times

ThePhoenix 3 years, 8 months ago

I believe the correct answer should be D, E

upvoted 4 times

Question #86 *Topic 1*

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 based on customer's security access

B. Allows access to knowledge articles that are related to entitlements owned by a customer

C. Allows access to multi-product line knowledge articles

D. Allows access to knowledge articles that are related to products owned by a customer

Suggested Answer: *B*
Official Answer: B

Community vote distribution
D (100%)

abrakadabrek Highly Voted 2 years, 7 months ago
D should be correct answer. https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/reference/r_KnowProdEntitlementCompInstalled.html Entitilements are only permissions. We adding product to the Knowledge Base or Knowledge Article
upvoted 11 times

Apperpro Most Recent 1 year, 7 months ago
B is correct Servicenow Doc: Knowledge Product Entitlements property: If enabled, customers can access all of the knowledge bases related to the products for which they have entitlements.
upvoted 1 times

mrcharli66 1 year, 8 months ago
D is correct
upvoted 4 times

sephereth 1 year, 10 months ago
Answer: D. Allows access to knowledge articles that are related to products owned by a customer Explanation: "customers can access all of the knowledge articles related to the products for which they have entitlements." Source: https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/reference/r_KnowProdEntitlementCompInstalled.html
upvoted 4 times

NokoNice 1 year, 10 months ago
D is correct
upvoted 4 times

Npapir 2 years ago
kb_product_entitlement.article.enable Enable access control of Knowledge Articles based on product entitlements. If enabled, customers can access all of the knowledge articles related to the products for which they have ENTITLEMENTS. B is correct
upvoted 2 times

Npapir 2 years ago
kb_product_entitlement.article.enable Enable access control of Knowledge Articles based on product entitlements. If enabled, customers can access all of the knowledge articles related to the products for which they have ENTITLEMENTS. B is correctlooks like D is correct, as logically based on your statement - customers may have Entitlement for a Products they Don't Own, and technically if they own a product they have entitlement for it...
upvoted 2 times

Alarih 1 year, 11 months ago
looks like D is correct, as logically based on your statement - customers may have Entitlement for a Products they Don't Own, and technically if they own a product they have entitlement for it...
upvoted 1 times

Lucky62 2 years, 2 months ago
D is correct
upvoted 3 times

Question #87 *Topic 1*

Advance 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 three.)

A. Skill seniority

B. Account team responsibility

C. Historical

D. Related task

E. Product expertise

Suggested Answer: *B, C, D*

Official Answer: BCD

Community vote distribution

BCD (100%)

netvision_g Most Recent 2 years ago

E-book pág 129. https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/128

upvoted 1 times

NokoNice 2 years, 3 months ago

BCD The affinity types are: • Historical: Identifies the best agent based on the agent's history of serving the same customer. • Related task: Identifies the best agent based on the agent's past assignments of related tasks. • Account team responsibility: Identifies the best agent based on the agent's responsibility or role in the account team CSM Implementation ebook page (129)

upvoted 2 times

NokoNice 2 years, 4 months ago

BCD is correct

upvoted 2 times

sephereth 2 years, 6 months ago

Answer: B. Account team responsibility C. Historical D. Related task Explanatin: The types of affinities are: - Historical: Identifies the best agent based on the agent's history of serving the same customer. - Related task: Identifies the best agent based on the agent's past assignments of related tasks. - Account team: Identifies the best agent based on the agent's responsibility or role in the account team. Source: https://docs.servicenow.com/en-US/bundle/tokyo-servicenow-platform/page/administer/advanced-work-assignment/concept/awa-agent-affinity-concept.html

upvoted 3 times

RahulBhor 3 years, 2 months ago

Given answer is correct. https://docs.servicenow.com/en-US/bundle/tokyo-servicenow-platform/page/administer/advanced-work-assignment/concept/awa-agent-affinity-concept.html

upvoted 3 times

Question #88 *Topic 1*

In Agent Workspace Chat, Agents have the ability to use quick actions to work more efficiently. What action does the /r quick action perform?

A. Rejects an incoming chat and moves it automatically to the “General” queue

B. Routes the chat towards another group

C. Uses response templates to insert as text in a conversation

D. Rolls up the current chat history towards an existing case

Suggested Answer: *C*

Official Answer: C

Community vote distribution

C (100%)

netvision_g Most Recent 2 years ago

r Uses Response templates to insert as text in a conversation. Note: Only response templates that have a condition of [Type][is][Chat] are available in Agent Chat. Available response templates Source: https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/administer/conversational-interfaces/concept/ci-quick-actions.html

upvoted 1 times

NokoNice 2 years, 4 months ago

C is correct. https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/administer/conversational-interfaces/concept/ci-quick-actions.html

upvoted 2 times

Bhavi9999 3 years ago

The given answer is correct

upvoted 1 times

Question #89 *Topic 1*

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 accessibility to other applications in the instance

D. Limits the number of update sets that can be applied

Suggested Answer: *C*
Official Answer: C

Community vote distribution
C (100%)

netvision_g Most Recent 2 years ago
Application scoping protects applications by identifying and restricting access to application files and data. Administrators can specify what parts of an application are accessible to other applications from: The Custom application record Each application Table record
https://docs.servicenow.com/bundle/washingtondc-application-development/page/build/applications/concept/c_ApplicationScope.html
upvoted 2 times

NokoNice 2 years, 4 months ago
C is correct https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/c_ApplicationScope.html#:~:text=Application%20scoping%20protects%20applications%20by,The%20Custom%20application%20record
upvoted 2 times

Question #90 *Topic 1*

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. Filtered Lists

D. Access Types

Suggested Answer: *A*

Official Answer: A

Community vote distribution

A (100%)

netvision_g Most Recent 2 years ago

Query rules are used to filter the records in CSM-related tables that are accessible by users with CSM roles. These filters, which are applied in query business rules and READ ACLs on CSM-related tables, are stored in a metadata table. https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/csm-query-rules.html

upvoted 1 times

NokoNice 2 years, 4 months ago

A is correct

upvoted 2 times

sephereth 2 years, 6 months ago

Answer: A. CSM Query Rules Explanation: "Query rules are used to filter the records in CSM-related tables that are accessible by users with CSM roles." Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/reference/csm-query-rules.html

upvoted 2 times

RahulBhor 3 years, 2 months ago

given answer is correct. https://docs.servicenow.com/bundle/quebec-customer-service-management/page/product/customer-service-management/reference/csm-query-rules.html

upvoted 2 times

Question #91 *Topic 1*

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

A. When one support group reaches capacity the work item is automatically routed to another group

B. Uses matching and assignment rules to send work items to the agent with the highest availability

C. Routes cases to different groups based on their skill set and availability

D. Uses matching and assignment rules to send work items to the agent with the most capacity

Suggested Answer: *A*

Official Answer: A

Community vote distribution



netvision_g Most Recent 2 years ago

E-book pág 125. https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/124

upvoted 1 times

NokoNice 2 years, 4 months ago

A is correct. Usage 1. If a particular queue's agents are busy and not able to accept additional work items, how do I re-assign it to another queue? This is possible through the use of overflow configuration, in which you define a time limit for the primary queue agents' group, if any agent in that group does not respond within the time limit, the interaction will be re-assigned to another available agent group to work on.

upvoted 2 times

RahulBhor 3 years, 2 months ago

given answer is correct. https://docs.servicenow.com/en-US/bundle/tokyo-servicenow-platform/page/administer/advanced-work-assignment/concept/awa-overview.html

upvoted 2 times

Question #92 *Topic 1*

Which role must B2B and B2C customers obtain, at a MINIMUM, to access to a ServiceNow instance?

A. External (snc_external)

B. Account Contact (sn_customeservice.account_contact)

C. Customer (sn_customerservice.customer)

D. Case Creator (sn_customerservice.case_creator)

Suggested Answer: *C*

Official Answer: C

Community vote distribution

A (100%)

RahulBhor Highly Voted 3 years, 2 months ago

A is the correct answer. https://vceguide.com/which-role-must-b2b-and-b2c-customers-obtain-at-a-minimum-to-access-to-a-servicenow-instance/

upvoted 6 times

netvision_g Most Recent 1 year, 11 months ago

External users must obtain, at minimum, the snc_external role. The snc_external role indicates that the user is external to your organization. Source: https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/administer/contextual-security/concept/explicit-roles-in-csm.html

upvoted 1 times

mrcharli66 2 years, 2 months ago

A is for sure

upvoted 2 times

NokoNice 2 years, 4 months ago

A is correct

upvoted 2 times

sephereth 2 years, 4 months ago

Customers [sn_customerservice.customer] are external, needs 2 roles, sn_esm_user or snc_external

upvoted 2 times

123Destiny 2 years, 4 months ago

Both B2B and B2C customers are outside the organization and are therefore considered external. The [sn_customerservice.customer] role only applies to B2B not B2C so the given answer C is incorrect. Source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_RolesInstalledWithCustomerService.html#r_RolesInstalledWithCustomerService__section_p5t_gcr_3mb

upvoted 2 times

Lucky62 2 years, 8 months ago

A correct

upvoted 2 times

Question #93 *Topic 1*

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

C. Resolved to Close State

D. Move Resolved Cases to Closed

Suggested Answer: *B*
Official Answer: B

Community vote distribution
B (100%)

netvision_g Most Recent 2 years ago
The Auto Close Resolved Cases Flow Designer Flow identifies cases in the Resolved state that are waiting for a customer response and takes the following actions:7 https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.html
upvoted 1 times

NokoNice 2 years, 4 months ago
B is correct. source: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.html
upvoted 2 times

sephereth 2 years, 4 months ago
Customer service cases in the Resolved state can be closed automatically if customers do not take any action. This feature uses the Auto Close Resolved Case Flow Designer flow source: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.html
upvoted 2 times

RahulBhor 3 years, 2 months ago
given answer is correct. https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.html
upvoted 4 times

Question #94 *Topic 1*

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_customservice.consumer)

B. Customer (sn_suctomservice.customer)

C. External (snc_external)

D. Proxy Contact (sn_customservice.proxy_contact)

Suggested Answer: *D*
Official Answer: D

Community vote distribution
D (100%)

netvision_g 2 years ago
Assign the proxy contact role (sn_customerservice.proxy_contact) to employees in your company who are not fulfillers or do not have other CSM-specific roles.https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html
upvoted 1 times

netvision_g 2 years ago
Selected Answer: D
Assign the proxy contact role (sn_customerservice.proxy_contact) to employees in your company who are not fulfillers or do not have other CSM-specific roles.
upvoted 1 times

netvision_g Most Recent 1 year, 12 months ago
https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html
upvoted 1 times

NokoNice 2 years, 4 months ago
D is Correct. Proxy contact [sn_customerservice.proxy_contact] Role that enables employees to create cases for customer accounts and contacts. Employees can also be proxy case contacts on behalf of customers. Assign this role to employees in your company who are not fulfillers or do not have other CSM-specific roles. Users with this role can: Create customer service cases using a record producer. Add work notes and comments to any case. Update the watch list of any case. Note: The CSM Extension for Proxy Contacts (com.snc.csm_proxy_contacts) plugin adds this role.
upvoted 2 times

sephereth 2 years, 4 months ago
"The proxy contact role enables employees to create cases for customer accounts and contacts. Employees can also be proxy case contacts on behalf of customers." source: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html
upvoted 2 times

RahulBhor 3 years, 2 months ago
given answer is correct. https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html
upvoted 4 times

Question #95 *Topic 1*

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

C. Service Reporting

D. Proactive Case

E. Service-Aware CMDB

F. Service Monitoring

Suggested Answer: *B, D, F*

Official Answer: BDF

Community vote distribution

BDF (100%)

netvision_g Most Recent 2 years ago

E-book pág 110. https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/109

upvoted 1 times

NokoNice 2 years, 4 months ago

BDF Is Correct

upvoted 2 times

sephereth 2 years, 4 months ago

Explanation: Proactive Customer Service Opreations contains 3 main components - Service Monitoring (NOC) | Monitor the health of products and services. - Service-aware Install Base (covered in CSMF) | Track confgiuration of service deployments. - Proactive Case | Proactively trigger case workflows. Source: CSM Implementation ebook p.110

upvoted 3 times

123Destiny 2 years, 4 months ago

See pg 110 of the Tokyo CSM Implementation book

upvoted 3 times

RahulBhor 3 years, 2 months ago

given answer is correct https://www.nowfedforum.com/wp-content/uploads/2022/03/proactive-customer-service-operations.pdf

upvoted 2 times

Question #96 *Topic 1*

Which roles are considered external? (Choose two.)

A. Consumer Support Agent (sn_customerservice.consumer_agent)

B. Customer Admin (sn_customerservice.customer_admin)

C. Partner Admin (sn_customerservice.partner_admin)

D. Customer Service Agent (sn_customerservice_agent)

Suggested Answer: *B, C*

Official Answer: BC

Community vote distribution

BC (100%)

netvision_g Most Recent 2 years ago

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

upvoted 1 times

NokoNice 2 years, 4 months ago

BC is correct

upvoted 2 times

sephereth 2 years, 4 months ago

Explanation: in order to view or modify a case from the customer serivce portal (external facing), following roles are required - sn_customerservice.customer - sn_customerservice.customer_admin (b.) - sn_customerservice.partner - sn_customerservice.partner_admin (c.)
Source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/task/t_ViewOrModCaseFromCustSlfServPrt.html

upvoted 2 times

RahulBhor 3 years, 2 months ago

given answer is correct https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0639072

upvoted 3 times

Question #97 *Topic 1*

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

A. 5 days

B. Cases are not automatically closed by default

C. 3 days

D. 10 days

Suggested Answer: *D*
Official Answer: D

Community vote distribution
B (100%)

NokoNice 2 years, 4 months ago
B is correct
upvoted 3 times

sephereth 2 years, 4 months ago
Explanation: Auto Close Resolved Cases Flow Designer flow closes the case, however, "This flow is not active by default." source: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.htmlIf the flow is active, it closes after how many days, 5 or 10, in cases of active flow?
upvoted 3 times

sephereth 2 years, 4 months ago
Selected Answer: B
Explanation: Auto Close Resolved Cases Flow Designer flow closes the case, however, "This flow is not active by default."

source: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.html
upvoted 3 times

netvision_g Most Recent 2 years ago
If the flow is active, it closes after how many days, 5 or 10, in cases of active flow?
upvoted 1 times

Lucky62 2 years, 8 months ago
B is correct
upvoted 4 times

Romeoxmen 2 years, 11 months ago
Correct answer is B. In the url below it states that the flow is not active by default
upvoted 2 times

RahulBhor 3 years, 2 months ago
given answer is correct. https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.htmlCases are notautomatically closed by default. Correct answer is B.
upvoted 1 times

RahulBhor 3 years, 2 months ago
given answer is correct. https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.html
upvoted 1 times

Mimmi_ 2 years, 11 months ago
Cases are notautomatically closed by default. Correct answer is B.
upvoted 3 times

Question #98 *Topic 1*

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

A. Triggered SLAs

B. Activity updates

C. Customer comments

D. State changes

Suggested Answer: *D*

Official Answer: D

Community vote distribution

D (100%)

netvision_g Most Recent 2 years ago

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

upvoted 1 times

NokoNice 2 years, 4 months ago

D is correct

upvoted 2 times

RahulBhor 3 years, 2 months ago

given answer is correct https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseTimeline.html

upvoted 2 times

Question #99 *Topic 1*

What are the different resource matching methods on the Matching Rule form? (Choose four.)

A. History

B. Scripted

C. Advanced

D. Simple

E. Skill

F. Selection Criteria

Suggested Answer: *B, C, D, F*

Official Answer: BCDF

Community vote distribution

BCDF (100%)

netvision_g 2 years ago

E-book see 118. https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/117https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/t_CreateARoutingRule.html

upvoted 1 times

netvision_g 2 years ago

Selected Answer: BCDF

E-book see 118.

https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/117

upvoted 1 times

netvision_g Most Recent 1 year, 12 months ago

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

upvoted 2 times

sephereth 2 years, 4 months ago

Answer: B. Scripted C. Advanced D. Simple F. Selection Criteria Explanation: "The type of resource matching method to use for this rule: Simple, Advanced, Scripted, Selection Criteria." Source: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/task/t_CreateARoutingRule.html

upvoted 4 times

NokoNice 2 years, 4 months ago

https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/task/t_CreateARoutingRule.html

upvoted 1 times

NokoNice 2 years, 4 months ago

BCDF is correct

upvoted 2 times

RahulBhor 3 years, 2 months ago

given answer is correct https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/task/t_CreateARoutingRule.html

upvoted 2 times

Question #100 *Topic 1*

Which of the following child case states would cause parent - child case synchronization to fail? (Choose three.)

A. Resolved

B. In Progress

C. Awaiting Info

D. New

E. Closed

F. Cancelled

Suggested Answer: *C, D, E*

Official Answer: CDE

Community vote distribution

AEF (100%)

RahulBhor Highly Voted 3 years, 2 months ago

This should be correct

upvoted 5 times

netvision_g Most Recent 1 year, 12 months ago

Customize the logic for parent-child case synchronization based on the state of the child case. By default, if the child case is in the Resolved, Closed, or Cancelled state, there is no sync from the parent case. Source: https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/extension-points-customer-service.html

upvoted 1 times

mrcharli66 2 years, 2 months ago

AEF correct

upvoted 2 times

NokoNice 2 years, 4 months ago

AEF is Correct

upvoted 2 times

sephereth 2 years, 4 months ago

Explanation: "Customize the logic for parent-child case synchronization based on the state of the child case. By default, if the child case is in the Resolved, Closed, or Cancelled state, there is no sync from the parent case." source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/extension-points-customer-service.html

upvoted 3 times

Lucky62 2 years, 8 months ago

AEF correct

upvoted 2 times

Romeoxmen 2 years, 11 months ago

AEF is correct

upvoted 2 times

Bhavi9999 3 years ago

That should be the correct answer (A,E,F)

upvoted 2 times

Question #101 *Topic 1*

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

A. Request Records and Escalations

B. Change Records and Request Records

C. Problem Records and Escalations

D. Problem Records and Incident Records

Suggested Answer: *B*

Official Answer: B

Community vote distribution

B (100%)

netvision_g Most Recent 2 years ago

B is Correct.

upvoted 1 times

NokoNice 2 years, 4 months ago

B is Correct. https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/task/enable-customer-request-approval.html

upvoted 3 times

sephereth 2 years, 4 months ago

Explanation: "Enable external customers to approve requests and changes" source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/task/enable-customer-request-approval.html

upvoted 2 times

RahulBhor 3 years, 2 months ago

given answer is correct. https://www.servicenow.com/community/csm-forum/change-request-process-be-used-by-external-accounts-our/m-p/369938

upvoted 2 times

Question #102 *Topic 1*

Playbooks for CSM provide step-by-step guidance for resolving specific types of customer service cases. What are the three out-of-the-box playbooks for CSM? (Choose three.)

A. Case playbook for Onboarding

B. Case playbook for Services

C. Case playbook for Product Support

D. Case playbook for Complaints

E. Case playbook for Billing

Suggested Answer: *A, C, D*

Official Answer: ACD

Community vote distribution

ACD (100%)

netvision_g Most Recent 2 years ago

A, C, D is Correct.

upvoted 1 times

NokoNice 2 years, 4 months ago

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

upvoted 2 times

sephereth 2 years, 4 months ago

Explain: CSM playbooks are - Case Playbook for Onboarding - Case Playbook for Complaints - Case Playbook for Product Support Source: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/customer-service-case-playbooks.html

upvoted 2 times

RahulBhor 3 years, 2 months ago

given answer is correct. https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/customer-service-case-playbooks.html

upvoted 2 times

Question #103 *Topic 1*

Based on which out-of-box attributes can Special handling Notes be applied to cases? (Choose three.)

A. Service Contract

B. Install Base Item

C. Product

D. Account

E. Contact

Suggested Answer: *C, D, E*

Official Answer: CDE

Community vote distribution

CDE (100%)

netvision_g Most Recent 2 years ago

Create special handling notes for specific records or for a set of records that meet one or more conditions. You can also configure the Special Handling Notes application to display any special handling notes from related records, such as the account or the product associated with a customer service case. https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html

upvoted 2 times

NokoNice 2 years, 4 months ago

CDE is Correct

upvoted 2 times

sephereth 2 years, 4 months ago

Explanation: "You can also configure the Special Handling Notes application to display any special handling notes from related records, such as the account or the product associated with a customer service case." Source: https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html Note: while SN documetation mentinos Product and Acount, there is no reference to Contact, but verfied in course provided SN instance

upvoted 2 times

RahulBhor 3 years, 2 months ago

given answer is correct https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html

upvoted 2 times

Question #104 *Topic 1*

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. Post a question in one of the various Customer Service Management knowledge bases

C. Use Related Links on the case form to report a knowledge gap

D. Use the Create Knowledge button on the case form to report a knowledge gap

Suggested Answer: *C*
Official Answer: C

Community vote distribution
C (100%)

netvision_g Most Recent 1 year, 8 months ago
C is correct.
upvoted 1 times

NokoNice 2 years, 4 months ago
C is correct. Procedure Open a customer service case. (Optional) Search for existing knowledge articles or create a knowledge article to help resolve a case. Click the More UI Actions icon (agent workspace more UI actions icon) and then click Report Knowledge Gap. In the platform interface, click the Report Knowledge Gap related link on the Case form and provide information in the resulting pop-up window. The system opens a new knowledge feedback task in a sub-tab. The short description from the case is copied to the Description field on the task. (Optional) Edit the knowledge feedback task description. Click Save. The task is added to the Knowledge Gaps related list on the Case form.
upvoted 2 times

RahulBhor 3 years, 2 months ago
given answer is correct https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/administer/workspace/task/csm-workspace-report-knowledge-gap.html
upvoted 2 times

Question #105 *Topic 1*

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

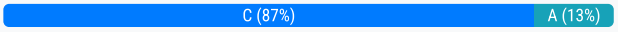
C. It provides a contextual service catalog based on the customer's subscribed services

D. Customer service managers can track the financial cost of customer's subscribed services and the related requests

Suggested Answer: *A*

Official Answer: A

Community vote distribution



RahulBhor Highly Voted 3 years, 2 months ago

https://vceguide.com/what-feature-does-the-product-model-and-catalog-items-relationship-plugin-enable/

upvoted 7 times

tanaris_e Most Recent 1 year, 8 months ago

Is this A Or C?

upvoted 1 times

mrcharli66 2 years, 2 months ago

C is Correct.

upvoted 2 times

NokoNice 2 years, 3 months ago

C is Correct. Benefits As a service provider, provide a contextual service catalog based on the subscribed services. As a customer, request additional items related to subscribed services.

upvoted 2 times

benny888 2 years, 5 months ago

https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/task/create-csm-product-model-items.html

upvoted 2 times

saurabh989 2 years, 8 months ago

A is correct. https://docs.servicenow.com/en-US/bundle/utah-customer-service-management/page/product/customer-service-management/task/create-csm-product-model-items.html

upvoted 1 times

Lucky62 2 years, 8 months ago

A is correct. Given in lab.

upvoted 2 times

Question #106 *Topic 1*

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 escalates to an assignment group as defined in the default escalation template

B. The case work notes are updated automatically

C. The case action status changes to Related Task Updated

D. The case displays a special handling note highlighting the update

Suggested Answer: *B*

Official Answer: B

Community vote distribution

B (100%)

NokoNice Most Recent 1 year, 10 months ago

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

upvoted 2 times

mattaash 1 year, 11 months ago

Answer: B Synchronizing data between the incident and the case Work notes are synchronized from the incident to the case when: -The incident state changes. If the incident state changes to On Hold, the hold reason is copied to the case work notes. -The incident is resolved or closed. The incident resolution notes and resolution code are copied to the case work notes. -Additional comments are added to the incident.

upvoted 2 times

Question #107 *Topic 1*

Application Scoping from a security perspective brings the following benefits: (Choose two.)

A. Improves instance security by limiting access to other applications on the instance

B. Scoped applications prevent versioning for complex instances

C. Scoping hold the records and acts as a container for the desired CSM applications

D. Scoped applications limits autonomy and control of all aspects of the CSM application

Suggested Answer: *A, C*

Official Answer: AC

Community vote distribution

AC (100%)

NokoNice 1 year, 10 months ago

Selected Answer: AC

AC is Correct

upvoted 2 times

NokoNice 1 year, 10 months ago

AC is CorrectFrom a security perspective, scoping brings several benefits: 1. The scope "holds" the records and acts as a container for the applications. 2. Scoping improves instance security by limiting accessibility to other applications on the instance. 3. Scoped applications can be developed independently of IT by applying delegated development and deployment.

upvoted 2 times

NokoNice **Most Recent** 1 year, 9 months ago

From a security perspective, scoping brings several benefits: 1. The scope "holds" the records and acts as a container for the applications. 2. Scoping improves instance security by limiting accessibility to other applications on the instance. 3. Scoped applications can be developed independently of IT by applying delegated development and deployment.

upvoted 1 times

mattaash 1 year, 11 months ago

A and C is correct pg 16 on fundamentals ebook

upvoted 2 times

Question #108 *Topic 1*

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. Only the Customer Service service catalog can be used on the Customer Service Portal

D. Create user criteria for each of the applicable service catalogs

Suggested Answer: *A*

Official Answer: A

Community vote distribution

A (100%)

netvision_g Most Recent 1 year, 11 months ago

A is Correct

upvoted 1 times

NokoNice 2 years, 3 months ago

A is correct. Multiple catalogs can be added to the Customer Service Portal and to the Consumer Service Portal. A catalog can be added by navigating to Service Portal > Portals and add it to its Service Catalogs list.

upvoted 2 times

mattaash 2 years, 5 months ago

A is correct pg 286 Fundamentals ebook

upvoted 2 times