

Certified Implementation Specialist - Customer Service Management

1. Agents and managers cannot create knowledge articles from Community questions.

A. True

B. False

Answer(s): B

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

A. False

B. True

Answer(s): A

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

A. Customer Service Application

B. Contact

C. Account

D. Chat

Answer(s): A B C

4. What are the conditions that matching rules are based on? (Choose two.)

A. Agent resources best suited to work on a case

B. Specific routing rules

C. Filters set up in advanced work assignment

D. Specific case attributes

Answer(s): A D

5. Matching rules enhance assignment capability by _____.

A. Matching best agent by availability

B. Providing dynamic matching of cases to groups or individuals

C. Determining if account is a customer or partner

D. Matching best agent by skill

Answer(s): A

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

A. Domain

B. Contact

C. Holiday

D. VIP

Answer(s): B

7. Predictive Intelligence improves Case management by:

A. Predicting what values should have gone into empty fields in historical records

B. Reducing the number of records needed to accurately predict a value

C. Replacing legacy routing rules

D. Predicting Case values without manual intervention

Answer(s): D

8. Which of the following is a condition for matching rules?

A. Agent domain

B. Assignment

C. Switching

D. Specific case attributes

Answer(s): D

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

A. Note

B. State

C. Activity

D. Comment

Answer(s): B

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

A. Case Escalation

B. Case State

C. Case Categorization

D. Case Prioritization

Answer(s): C D

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

A. Apply Role by Customer

B. Auto Assessment

C. Change Update to Close

D. Update Case Entitlement

Answer(s): B D

12. What are the Critical Success Factors that are related to CSM Suite Implementations?
(Choose four.)

A. Define the Business Pain Points

B. Provide consistent service to customers

C. Have a clear understanding of the use cases

D. Define the number of hours needed to develop the associated requirements

E. Implementation is only as good as the underlying process

Answer(s): A B C E

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

A. Minimize customizations

B. Focus Out-of-the-box functionality

C. Design for Scalability

D. Mobile friendly functionality

Answer(s): A B C

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

A. Project Manager

B. Acts as intermediary

C. Provides answers to technical problems

D. Assists with technical requirements

Answer(s): A D

15. What should be part of the pre-engagement collateral?

A. Frequently Asked Questions (FAQ)

B. Scoping Guide

C. Customer Service roles template

D. Stock Keeping Unit (SKU) and pricing sheet

Answer(s): B

16. Articles can provide the following: (Choose three.)

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

Answer(s): A B D

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

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

Answer(s): B

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

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

D. SharePoint blocks this integration

Answer(s): A B

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

A. Knowledge Product Entitlements

B. Data Policy

C. ACL

D. User Criteria

Answer(s): A D

20. What are some benefits that Knowledge Product Entitlement provide? (Choose three.)

A. Reduces call volume

B. Makes it easier for Agents to manage case volume

C. Allows access to Knowledge Articles that are related to products owned by a customer

D. Information about customer's service contract

E. Focused product marketing

Answer(s): A B C
