Question 1

_____ is a role for managing all of the cases in an account and any related child accounts.

Options are :

Options:

A- Partner administrator [sn_customerservice.partner_admin]

B- Consumer [sn_customerservice.consumer]

C- Customer [sn_customerservice.customer]

D- Partner [sn_customerservice.partner]

E- Customer case manager [sn_customerservice.customer_case_manager]

F- Customer administrator [sn_customerservice.customer_admin]

Answer:

E

Question 2

Question Type: MultipleChoice

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

Options are :

Options:

A- False

B- True

Answer:

B

Question 3

Question Type: MultipleChoice

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

Options are :

Options:

A- Maybe

B- No

C- Yes

D- I don't know

Answer:

C

Question 4

Question Type: **MultipleChoice**

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

Options:

A- When importing to multiple instances import to each instance separately.

B- Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.

C- Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.

D- Images embedded in Knowledge Articles should be uploaded separately

Answer:

A, D

Question 5

Question Type: **MultipleChoice**

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

Options:

A- True

B- False

Answer:

A

Explanation:

https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/

customer-service-management/reference/r_RolesInstalledWithCustomerService.html

Question 6

Question Type: **MultipleChoice**

From a service provider's perspective, is the following a product or an asset?

A cable modem model that the service provider sells.

Options:

A- Product

B- Asset

Answer:

A

Explanation:

https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/

customer-service-management/concept/c_ContractsAndEntitlements.html

Question 7

Question Type: MultipleChoice

What criteria can be used to determine when a new inbound case should be opened?

A- When a new customer is created

B- When an internal problem occurs

C- When a customer has a question or issue to resolve

D- When we have new marketing material for a customer

Answer:

C

Question 8

Question Type: **MultipleChoice**

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.)

Options:

A- Zboot the instance

B- Disable the Case Interceptor

C- Remove the Demo Data via a HI Request

D- Clone back to this instance from a valid instance

Answer:

C, D

Question 9

Question Type: MultipleChoice

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.

Options:

A- B2C

B- B2B

Answer:

A