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**QUESTION 1****HOTSPOT**

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

Hot Area:

Answer Area

After registration request submittal, shows info message to user

	▼
Display rule	
Display request message	
validate_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	

Correct Answer:



Answer Area

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

QUESTION 2

What is knowledge article versioning?

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

Correct Answer: A



QUESTION 3

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

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

Correct Answer: D

QUESTION 4

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

Correct Answer: BD

QUESTION 5

When are child cases updated from the parent case?

- A. Clicking on the Child Sync UI
- B. Scheduled Job
- C. Automatically upon update of parent
- D. When the Sync scheduled job runs

Correct Answer: C