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QUESTION 1

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

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

Correct Answer: AB

QUESTION 2

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

Correct Answer: D

QUESTION 3

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

Correct Answer: BD



QUESTION 4

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

Correct Answer: AD

QUESTION 5

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

Correct Answer: BCD

QUESTION 6

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

Correct Answer: ABEF



QUESTION 7

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

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

Correct Answer: D

QUESTION 8

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

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

Correct Answer: C

QUESTION 9

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)

Correct Answer: AB

QUESTION 10

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

- A. Outsourced Service Providers



B. Contacts

C. Internal users

D. Households

Correct Answer: BC

QUESTION 11

What does Major issue Management use to identify all other customers impacted by a major case?

A. Account lists

B. Customer Product lists

C. Notify lists

D. Recipient lists

Correct Answer: D

QUESTION 12

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

Correct Answer: A

QUESTION 13

From which places in ServiceNow can a customer service agent [sn_customerservice_agent] create a case? (Choose three.)

A. Account



- B. Incident
- C. Customer Service Application
- D. Special Handling Note
- E. Chat

Correct Answer: ACE

QUESTION 14

For security purposes certain roles cannot be assigned to a group or individual at the same time. Which of the following two roles would be restricted?

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

Correct Answer: A

QUESTION 15

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

Correct Answer: BCDF

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