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QUESTION 1

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

- A. Customer Service Application
- B. Contact
- C. Account
- D. Chat

Correct Answer: ABC

QUESTION 2

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

Correct Answer: A

QUESTION 3

Which of the following statements is correct with regards to partners vs. third-parties in ServiceNow's CSM application? (Choose two.)

- A. A partner will own the relationship with their customer
- B. A partner and a third party are the same in ServiceNow's CSM application
- C. A partner does not own the relationship with a customer. This relationship is owned by the organization they are partnering
- D. A partner is an organization that has been contracted to sell products and services they have actually purchased from another organization
- E. A partner does not own any of the products or services provided by their partnering organization, instead they help to sell, deliver and support them on their behalf

Correct Answer: CE



QUESTION 4

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

Correct Answer: B

QUESTION 5

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

Correct Answer: ABC

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