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QUESTION 1

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

- A. Triggered SLAs
- B. Activity updates
- C. Customer comments
- D. State changes

Correct Answer: D

QUESTION 2

Which feature allows an agent to copy reusable messages to case or task forms to provide quick and consistent messages to users?

- A. Quick Messages
- B. Quick Actions
- C. Response Templates
- D. Templates

Correct Answer: D

QUESTION 3

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

- 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.

Correct Answer: AD

QUESTION 4



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 5

ACME corporation wants to use ServiceNow CSM for supporting their customers through Twitter. What CSM entity would you recommend ACME to store the customer's Twitter profile details?

- A. Account
- B. Not supported
- C. Consumer
- D. Social Profile
- E. Personnel File

Correct Answer: D

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