Question 1

Which roles are considered external? (Choose two.)

Options:

A- Consumer Support Agent (sn_customerservice.consumer_agent)

B- Customer Admin (sn_customerservice.customer_admin) Most Voted

C- Partner Admin (sn_customerservice.partner_admin) Most Voted

D- Customer Service Agent (sn_customerservice_agent)

Answer:

B, C

Question 2

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

Question 3

Question Type: **MultipleChoice**

Which solution must be implemented to let a breakdown dashboard appear as a pop-up window on the case form?

Options:

A- Service Analytics

B- In-form Analytics Most Voted

C- Case Spotlight

D- CSM Prediction Results

Answer:

B

Question 4

Question Type: MultipleChoice

What does NLU stand for?

Options:

A- Natural-Learning Userability

B- Natural-Language Understanding Most Voted

C- Natural-Learning URL

D- Natural-Language URL

Answer:

B

Question 5

Question Type: MultipleChoice

Proactive Customer Service Operations works Event Management to proactively monitor and fix issues affecting customers. It can also trigger case workflow's and enable organizations to notify customers whose services or products are impacted by an outage or issue. What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

Options:

A- Proactive Prevention

B- Service-Aware Install Base Most Voted

C- Service Reporting

D- Proactive Case Most Voted

E- Service-Aware CMDB

F- Service Monitoring

Answer:

B, D, F

Question 6

Question Type: MultipleChoice

When are any changes to the platform considered a customization?

Options:

A- When they require an implementation spread across all project phases

B- If they are NOT applied through the usage of built-in tools on the Now Platform

C- When they are solely implemented for a custom application

D- When there are business demands for custom functionality that is not offered out-of-the-box

Answer:

D

Question 7

Question Type: **MultipleChoice**

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

Options:

A- One

B- Two

C- Three

D- Unlimited

Answer:

A

Question 8

How are Service Catalogs and Catalog Items related? (Choose two.)

Options:

A- A catalog item can be associated with one or more service catalogs Most Voted

B- Access to catalog items is determined by the service catalog's assigned user criteria

C- Service catalogs may contain multiple catalog items Most Voted

D- A catalog item can only be associated with one service catalog

Answer:

A, C