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QUESTION 1

What determines how an escalation request is processed?

- A. Escalation Rule
- B. Escalation Template
- C. Escalation Severity
- D. Escalation Justification

Correct Answer: B

QUESTION 2

Special Handling Notes can apply to which one of the following based on specific attributes?

- A. Domain
- B. Contact
- C. Holiday
- D. VIP

Correct Answer: C

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

In the 'Action Status' column on a case list, what could a blue indicator dot mean?



- A. Needs attention
- B. Blocked internally
- C. Blocked externally
- D. Work in progress

Correct Answer: A

QUESTION 5

When implementing Knowledge Product Entitlements, what is enabled when activating the Enable access control of Knowledge Articles system property?

- A. Allows access to knowledge articles based on customer's security access
- B. Allows access to knowledge articles that are related to entitlements owned by a customer
- C. Allows access to multi-product line knowledge articles
- D. Allows access to knowledge articles that are related to products owned by a customer

Correct Answer: B

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