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- **Number of Questions:** 101
- **Certification Name:** Certified Implementation Specialist
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### Question No. 1

Why does the implementation team need to deliver core functionality to the customer as quickly as possible?

- **A.** To expand the technical reach
- **B.** To facilitate the requirement gathering during the workshops
- **C.** To complete any complex customizations early enough
- **D.** To realize near-term ROI (Return on Investment)

**Answer:** D

### Question No. 2

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer. CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

- **A.** The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
- **B.** The CMDB only tracks CIs, assets cannot be CIs
- **C.** While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs
- **D.** The CMDB tracks all assets as configuration items (CIs)

**Answer:** C

### Question No. 3

Assignment workbench enables customer service managers to assign tasks to agents via configurable criteria known as Matching Rules. Which out-of-the-box configurable criteria can be used? (Choose three.)

- **A.** Assigned Cases
- **B.** Agent Affinity
- **C.** Availability Today
- **D.** Matching Skills
- **E.** Agent History

**Answer:** A, C, D

### Question No. 4

Regarding Account Teams, what is the purpose of marking a role as 'unique'?

- **A.** The role then becomes a child responsibility
- **B.** Ensure there is a dedicated account manager for that account
- **C.** The role then becomes a parent responsibility
- **D.** Prevent the same role being used on different customer accounts

**Answer:** A

### Question No. 5

Which of the following roles can update a consumer's record? (Choose two.)

- **A.** Consumer Support Agent {sn\_customerservice.consumer\_agent)
- **B.** Customer Service Manager (sn\_customerservice\_manager)
- **C.** Customer Service Agent (sn\_customerservice\_agent)
- **D.** Customer (sn\_customerservice.customer)

**Answer:** A, D

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