SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)
(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai — 600 044.
B.Sc.(CGS) END SEMESTER EXAMINATIONS NOVEMBER -2023
SEMESTER - V
21UCGCT5008 - Client Relationship Management

Total Duration : 2 Hrs 30 Mins.   Total Marks : 60

Section B

Answer any **SIX** questions $(6 \times 5 = 30$ Marks)

1. Discuss about Services for Platform UI and ITSM.

2. Explain about SLA Basics.

3. Describe UI Pages and UI Macros.

4. Write short notes on Dashboards Security Controls.

5. Enlist the core components of Service Now Service portals.

6. Explain about Glide AJAX.

7. How to manage the execution plans and workflows?

8. Overview about Performance Analytic.

Section C

Answer any **THREE** questions $(3 \times 10 = 30$ Marks)

9. Briefly explain about managing forms, Layouts and Lists.

10. Describe about the Client and Server Side Scripting.

11. Elaborate Mail Templates and Scripts.

12. How to create, test and debug Access control Manually and automatically.

13. Describe briefly about Service Now on Mobile and Service Integration.

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