

ServiceNow

Exam Questions CIS-CSM

ServiceNow Certified Implementation Specialist - Customer Service Management Exam



NEW QUESTION 1

What action can be performed by a Partner Admin (sn_customerservice.partner_admin) and NOT by a Partner (sn_customerservice partner) in the Customer Service Portal?

- A. Can view assets belonging to their partner accounts
- B. Can create, view, and edit cases for their partner accounts
- C. Can resolve cases reported by their partner accounts
- D. Can create and update contacts for their partner accounts

Answer: A

NEW QUESTION 2

HOTSPOT

Match the business rule to its function in the Self-Service Portal. Hot Area:

Answer Area

After registration request submittal, shows info message to user	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Shows message to remind users to enter a correct registration code	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Validates registration code and assigns account based on the registration code	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Checks if the registration is valid based on the user's email address	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

After registration request submittal, shows info message to user	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Shows message to remind users to enter a correct registration code	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Validates registration code and assigns account based on the registration code	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>
Checks if the registration is valid based on the user's email address	<div>▼</div> <div>Display rule</div> <div>Display request message</div> <div>validate_registration</div> <div>Update account based on reg code</div>

NEW QUESTION 3

What are common types of application record data that are imported during a CSM data migration? (Choose two.)

- A. Knowledge Article
- B. Accounts

- C. Chat
- D. Case

Answer: AB

NEW QUESTION 4

Which of the following functions can be completed when using the Field Service Management Application on a mobile device offline? (Choose three.)

- A. Manage requests
- B. Execute assigned tasks
- C. Close work orders
- D. Manage cases
- E. Manage assets

Answer: BCD

Explanation:

When your mobile device is offline, you can execute assigned tasks at the task location, manage assets, track the time stamp of updated tasks, and close work orders and work order tasks. The data for tasks performed offline is stored in the device cache and synchronized when the device goes online. Reference: <https://docs.servicenow.com/bundle/madrid-field-service-management/page/product/field-servicemanagement/concept/mobile-experience-fsm.html>

NEW QUESTION 5

Which of the following are true regarding the Community Portal application? (Choose two.)

- A. It is available to any customer with a Community license
- B. It is available by default with the Support and Service portals
- C. It is only available to CSM license holders
- D. Most of the configuration does not require System Administrator role

Answer: AC

Explanation:

- Licensed for the Customer Service Management application & licensed for HR Service Delivery, so c. is wrong, which makes a. a logical choice - "The roles required to define requirements and set up forums include sn_communities.admin or sn_communities.forum_admin." (d.) Source: - <https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate-communities.html> (licensing) - https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/reference/r_setup-communities-admin.html

NEW QUESTION 6

What are Special Handling Notes used for?

- A. Bring important information about individual records to an agent's attention
- B. For agents to view articles and attach them to a case
- C. To ensure customers get the service they are entitled to receive
- D. Help agents identify in which time zone a contact is located

Answer: A

NEW QUESTION 7

A customer service manager would like to limit the reading and creation of knowledge articles within a specific Knowledge Base to the Customer Support group only. Which features should be used to accomplish this? (Choose two.)

- A. Can Read user criteria
- B. Whitelist all other groups from the Knowledge Base
- C. Hide the Knowledge Base from the Knowledge Base Portal
- D. Cannot Contribute user criteria

Answer: AD

NEW QUESTION 8

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

- A. Close Cases in Resolved state
- B. Auto Close Resolved Cases Most Voted
- C. Resolved to Close State
- D. Move Resolved Cases to Closed

Answer: B

NEW QUESTION 9

What is a limitation regarding synchronization between a case and its associated work order?

- A. If information changes on the Case form it is not updated on the Work Order form
- B. Updates on a case or work order will only synchronize after the work order is approved
- C. When creating a work order from a case only the Account field on the work order form is filled in but not the Company field
- D. The data copied over to the Work Order form when creating a work order from a case cannot be configured or customized

Answer: A

NEW QUESTION 10

Which table must be extended when creating a new case type?

- A. Case (sn_customerservice_case)
- B. Case Task (sn_customerservice_case_task)
- C. Task (task)
- D. Case Type (sn_case_type)

Answer: A

NEW QUESTION 10

Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

- A. Manage cases on behalf of customer service agents
- B. Create cases on behalf of customers
- C. Manage requests on behalf of customer service agents
- D. Create requests on behalf of customers
- E. Manage major incident communication on behalf of a customer service manager

Answer: BD

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html>

NEW QUESTION 12

What is required to enable the Follow the sun field on the Customer Service Case form?

- A. Nothing, it is a standard field
- B. The value property on the form must be set to true
- C. The plugin 'com.snc.csm_time_recording' needs to be activated
- D. The value property on the form must be set to true and the field added to the case form

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION 13

True/False: The Agent Chat [com.glide.interaction.awa] plugin is required for chat in Agent Workspace.
Options are :

- A. False
- B. True

Answer: B

NEW QUESTION 14

What feature does the Product Model and Catalog Items Relationship plugin enable?

- A. Agents are automatically proposed catalog items related to the chosen product on the case form
- B. Consumers can track what products they have purchased via the catalog
- C. It provides a contextual service catalog based on the customer's subscribed services Most Voted
- D. Customer service managers can track the financial cost of customer's subscribed services and the related requests

Answer: C

NEW QUESTION 19

Predictive Intelligence improves Case management by:

- A. Predicting what values should have gone into empty fields in historical records
- B. Reducing the number of records needed to accurately predict a value
- C. Replacing legacy routing rules
- D. Predicting Case values without manual intervention

Answer: D

NEW QUESTION 21

What are the types of units used to measure entitlements? (Choose two.)

- A. Hours
- B. Contract
- C. Cost
- D. Case

Answer: AD

Explanation:

Entitlements are counted on a per unit basis. The Unit field on the Service Entitlement form defines the unit type, either cases or hours.
Source: <https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/configure-csm-entitlements.html>

NEW QUESTION 24

Viewing a customer's install base in the CSM Workspaces enables customer service agents to: (Choose two.)

- A. Close an upsell of related products and services not yet purchased by a customer Most Voted
- B. See the detailed configurations of the products and services deployed for a customer to determine the action needed Most Voted
- C. Trace Information provided in a case to the right product or service to which it relates
- D. Monitor related operational services and configuration items that affect service health

Answer: AB

NEW QUESTION 29

Guided decisions is a decision authoring and execution capability that dynamically guides agents to resolve complex cases. Guided decisions consist of decision trees. What is a decision tree?

- A. A step-by-step methodology for creating and solving different case types
- B. A detailed check list for customer service teams
- C. A multi-step process consisting of a series of questions answers, and guidance Most Voted
- D. A set of steps used to define a complex process

Answer: C

NEW QUESTION 31

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

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

Answer: B

Explanation:

<https://killexams.com/demo-download/Servicenow-CIS-CSM>

NEW QUESTION 36

Configure chat for Agent Workspace so that agents can interact with their customers. From a chat, agents can:
Options are :

- A. Escalate the chat to virtual agent
- B. Create a record, such as an incident or a case
- C. Escalate the chat to another agent
- D. Respond to questions

Answer: BCD

NEW QUESTION 37

Which of the following are benefits of customer access management? (Choose two.)

- A. It increases security by automatically granting access to cases based on access to sold product.
- B. It defaults the responsibility for access management to the customer.
- C. It defaults the responsibility for access management to the customer service agent.
- D. It improves the customer experience by enabling related parties to track and collaborate on cases.

Answer: AD

NEW QUESTION 38

When activating the Customer Service Management Demo Data plugin, which case type is available besides product case?

- A. Order
- B. Contract
- C. FAQ
- D. Monitoring
- E. Request
- F. Billing

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/administer/atf-quick-start-tests/reference/quick-start-tests-csm.html>

NEW QUESTION 43

HOTSPOT

Match the definitions for roles relationships. Hot Area:

Answer Area

A customer account, a partner account, or both.	<div><div></div><div>▼</div><div>Partner</div><div>Account</div><div>Contact</div><div>Consumer</div></div>
A supported external customer that, sells and supports one or more customers.	<div><div></div><div>▼</div><div>Partner</div><div>Account</div><div>Contact</div><div>Consumer</div></div>
A member of an account.	<div><div></div><div>▼</div><div>Partner</div><div>Account</div><div>Contact</div><div>Consumer</div></div>
A person who purchases goods and services for personal use.	<div><div></div><div>▼</div><div>Partner</div><div>Account</div><div>Contact</div><div>Consumer</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

A customer account, a partner account, or both.	<div>▼</div> <div>Partner</div> <div>Account</div> <div>Contact</div> <div>Consumer</div>
A supported external customer that, sells and supports one or more customers.	<div>▼</div> <div>Partner</div> <div>Account</div> <div>Contact</div> <div>Consumer</div>
A member of an account.	<div>▼</div> <div>Partner</div> <div>Account</div> <div>Contact</div> <div>Consumer</div>
A person who purchases goods and services for personal use.	<div>▼</div> <div>Partner</div> <div>Account</div> <div>Contact</div> <div>Consumer</div>

NEW QUESTION 47

When are any changes to the platform considered a customization?

- 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

NEW QUESTION 49

To which recipient types can targeted communications (publications) be sent? (Choose two.)

- A. Outsourced Service Providers
- B. Contacts
- C. Internal users
- D. Households

Answer: BC

NEW QUESTION 54

When are child cases updated from the parent case?

- A. Clicking on the Child Sync UI
- B. Scheduled Job
- C. Automatically upon update of parent
- D. When the Sync scheduled job runs

Answer: C

NEW QUESTION 56

What are the types of matching criteria for Customer Service? (Choose four.)

- A. Matching Skills Most Voted
- B. Last Assigned Most Voted
- C. Certifications
- D. Distance
- E. Assigned Cases Most Voted
- F. Availability Today Most Voted
- G. Partner Hours

Answer: ABEF

NEW QUESTION 61

What are some benefits that Knowledge Product Entitlement provide? (Choose three.)

- A. Reduces call volume
- B. Makes it easier for Agents to manage case volume
- C. Allows access to Knowledge Articles that are related to products owned by a customer
- D. Information about customer's service contract

Answer: ABC

NEW QUESTION 64

How many outbound email accounts are supported in Customer Service Management?

- A. One
- B. Unlimited
- C. Two
- D. One per business service

Answer: A

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=8c8a948f1bc3cc50ada243f6fe4bcba4

NEW QUESTION 66

Which of the following is correct regarding the create contact (consumer) feature in CSM Workspaces?

- A. The create contact (consumer) feature is available in all CSM Workspaces
- B. The create contact (consumer) feature is not available in any of the CSM Workspaces
- C. The create contact (consumer) feature is only available in the CSM Configurable Workspace Most Voted
- D. The create contact (consumer) feature is only available in the Agent Workspace

Answer: C

NEW QUESTION 71

Which service catalogs are available out-of-the-box in the customer portals? (Choose two.)

- A. Partner Service
- B. Customer Service
- C. Consumer Service
- D. Product Service

Answer: AB

NEW QUESTION 73

Which one is NOT a dependency for the Customer Service Plugin?

- A. Task Activities
- B. Skills Management
- C. Openframe
- D. Communities

Answer: D

NEW QUESTION 76

From a security perspective, scoping brings several benefits: (Choose two.)

- A. Improves instance security by limiting accessibility to other applications on the instance
- B. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals
- C. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- D. The scope holds the records and acts as a container for the desired Customer Service Management Applications

Answer: AD

NEW QUESTION 78

When integrating Customer Service Management with IT Service management what separate action is required for Request Management?

- A. Activation of the Customer Service with Service Management plugin (com.sn_cs_sm)
- B. Activation of the Customer Service with Request Management plugin (com.sn_cs_sm_request)
- C. Activation of the Customer Service Case Action Status plugin (com.snc.csm_action_status)
- D. Activation of the Customer Service plugin (com.sn_customerservice)

Answer: B

NEW QUESTION 83

Which of the following are channels? (Choose two.)

- A. Contacts
- B. Web
- C. Chat
- D. Article

Answer: BC

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/configure-csm-omni-channel.html>

NEW QUESTION 88

What is the primary output from the Requirements Gathering workshop?

- A. Schedules
- B. Use Cases
- C. Stories
- D. Personas

Answer: C

NEW QUESTION 93

Which knowledge records can be configured with User Criteria?

- A. Knowledge Base
- B. Knowledge Base and Category
- C. Knowledge Base, Category and Article
- D. Knowledge Base and Article

Answer: D

NEW QUESTION 95

Access to a Knowledge base or Article can be restricted based on a customer's assets and the product models using which of the following? (Choose two.)

- A. Knowledge Product Entitlements
- B. Data Policy
- C. ACL
- D. User Criteria

Answer: A

NEW QUESTION 100

What are the advantages of leading indicators over lagging indicators? (Choose two.)

- A. Hard to influence
- B. Prospective Most Voted
- C. Retrospective
- D. Easy to influence

Answer: BD

NEW QUESTION 102

Now Create provides a prescriptive methodology, leading practices, and accelerators to help with ServiceNow implementations and upgrades How many sequential project phases and exit gates are there in the Now Create Methodology?

- A. Four
- B. Three
- C. Six
- D. Five

Answer: D

Explanation:

E-book see 223. <https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/222>

NEW QUESTION 103

Which are the key self-service functions of the Customer Support Portal? (Choose three.)

- A. Community
- B. Knowledge Base
- C. Open An Incident
- D. Service Catalog

Answer: ABD

Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/success/playbook/self-service-improvement.pdf>

NEW QUESTION 106

Which of the following best describes how the CSM application uses the Asset table?

- A. CSM uses the Product table instead of the ITSM Asset table
- B. Because CSM Assets are managed differently from ITSM Asset
- C. ServiceNow uses different Asset Tables for CSM than it does for ITSM
- D. ServiceNow uses the same Asset table for both CSM and ITS
- E. however, CSM has a different subset of fields
- F. CSM uses the Product Model table instead of the ITSM Asset table

Answer: C

NEW QUESTION 110

Which roles can propose a case as a Major Case candidate? (Choose three.)

- A. Proxy contact (sn_customerservice.proxy_contact)
- B. Customer case manager (sn_customerservice.customer_case_manager)
- C. Customer service manager (sn_customerservice_manager) Most Voted
- D. Customer service agent (sn_customerservice_agent) Most Voted
- E. Major issue manager (sn_majorissue_mgt.major_issue_manager)

Answer: CDE

NEW QUESTION 111

What role can be assigned to employees who are not fulfillers, such as those in sales and services, or do not have other CSM-specific roles, but have a need to create cases on behalf of customers?

- A. Consumer (sn_customservice.consumer)
- B. Customer (sn_suctomservice.customer)
- C. External (snc_external)
- D. Proxy Contact (sn_customservice.proxy_contact)

Answer: D

NEW QUESTION 113

What's the purpose of the Deactivate Special Handling Notes Scheduled Job?

- A. Runs at the end of the month and deactivates all Special Handling notes more than 30 days old
- B. Runs weekly and must have the Active checkbox unchecked in order for Special Handling notes to be deleted by the end of the week
- C. Runs on demand by the System Admin who must set specific weekly schedules and set only those that are priority 1-critical to be deactivated
- D. Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html

NEW QUESTION 118

During which Now Create stage are workshops conducted?

- A. Execute
- B. Initiate
- C. Deliver
- D. Plan
- E. Close

Answer: D

Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/now-create-ebook.pdf>

NEW QUESTION 119

Which of the following is a condition for matching rules?

- A. Agent domain
- B. Assignment
- C. Switching
- D. Specific case attributes

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-rules.html>

NEW QUESTION 121

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

Explanation:

https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/t_CreateAResponsibilityDefinition.html

NEW QUESTION 122

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

Answer: CD

NEW QUESTION 123

What is a case?

- A. An individual record that handles and routes issues for internal users
- B. An Individual record that Is used to identity and create automation opportunities
- C. An individual record that is used to identify and resolve a question or issue for an external customer
- D. An individual record that handles and resolves incidents tor external customers

Answer: C

Explanation:

<https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/csm-cases-case-tasks-overview.html#:~:text=Customer%20service%20cases%20store%20information,work%20n%20ecessary%20to%20resolve%20cases.>

NEW QUESTION 124

Service providers use business models to support their various customers. What type of customer is supported with the Business-to-Consumer (B2C) model?

- A. Individuals
- B. Partners
- C. Contacts
- D. Accounts

Answer: A

NEW QUESTION 128

If the CSM Demo Data Plugin has been installed what are two options either of which will prepare that instance to be used as part of the release path to production? (Choose two.)

- A. Zboot the instance
- B. Disable the Case Interceptor
- C. Remove the Demo Data via a HI Request
- D. Clone back to this instance from a valid instance

Answer: CD

Explanation:

<https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/use-consumer-service-portal.html>

NEW QUESTION 133

Which feature enables you to quickly identify high-priority tasks based on multiple dimensions, not just by a single field value like priority?

- A. Case Performance
- B. Case Analytics
- C. Case Digest
- D. Case Spotlight

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-now-intelligence/page/use/performance-analytics/concept/put-spotlight-on-records.html>

NEW QUESTION 135

Which services does a Customer (sn_customerservice.customer) have access to? (Choose two.)

- A. Can research questions issues, or problems, and create view and edit cases for only their own accounts Most Voted
- B. Can assign the roles to other contacts in the same account
- C. Can view assets belonging to their account Most Voted
- D. Can edit information or roles for existing contacts

Answer: AC

NEW QUESTION 140

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

- A. True
- B. False

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_RolesInstalledWithCustomerService.html

NEW QUESTION 145

What criteria can be used to determine when a new inbound case should be opened?

- A. When a new customer is created
- B. When an internal problem occurs
- C. When a customer has a question or issue to resolve
- D. When we have new marketing material for a customer

Answer: C

NEW QUESTION 147

The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which role is responsible for creating the unique registration code for each account?

- A. Customer Service Manager (sn_customerservice_manager)
- B. System administrator (admin)
- C. Service organization administrator (sn_customerservice.service_organization_admin)
- D. Customer admin (sn_customerservice.customer_admin)

Answer: B

NEW QUESTION 151

User criteria records may be applied to which knowledge items?

- A. Knowledge Base
- B. Knowledge Base and Category
- C. Knowledge Base and Article
- D. Knowledge Base, Category and Article

Answer: C

Explanation:

https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

NEW QUESTION 152

In Workspace Chat, agents have the ability to use quick actions to work more efficiently. What action does the /r quick action perform?

- A. Routes the chat towards another group
- B. Uses response templates to Insert as text in a conversation
- C. Rolls up the current chat history towards an existing case
- D. Rejects an incoming chat and moves it automatically to the general queue

Answer: B

NEW QUESTION 153

From what places in SN can an agent create a case? (Choose three.)

- A. Customer Service Application
- B. Contact
- C. Account
- D. Chat

Answer: ACD

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION 157

Which ServiceNow products can be integrated out-of-the-box with CSM? Choose 3 answers

- A. Risk Wana9emenl
- B. ITOM Event Management
- C. DevOps
- D. Financial Management
- E. Strategic Portfolio Management

Answer: BDE

Explanation:

<https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/integrate-csm-other-applics.html>

NEW QUESTION 162

What are features of Customer Service Management? (Choose four.)

- A. Timed Audits
- B. Service Entitlements
- C. Demand Management
- D. Service Prospecting
- E. Real-time SLAs
- F. Service Contracts
- G. Skills-based routing

Answer: BCEG

NEW QUESTION 166

An account is a supported external customer and a contact is a user who is an employee of an account. How many accounts can a contact be associated with?

- A. One
- B. Two
- C. Three
- D. Multiple

Answer: A

NEW QUESTION 168

How many active OpenFrame configurations can you have on an instance?

- A. 2
- B. Unlimited
- C. 1
- D. 3

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/jakarta-customer-service-management/page/product/customer-service-management/task/t_CreateAnOpenFrameConfiguration.html

NEW QUESTION 170

An entitlement defines the types of support a customer receives. Entitlements are based on a number of standard fields such as product and asset. When Proactive Customer Service Operations is implemented which additional fields could be used? Choose 2 answers

- A. Contact
- B. Sold product
- C. Install base Item
- D. Configuration item
- E. Business Service

Answer: BC

NEW QUESTION 173

Entitlements specify the level of service provided to customers.

- A. False
- B. True

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_ContractsAndEntitlements.html

NEW QUESTION 175

Which of the following child case states would cause parent - child case synchronization to fail?

Choose 3 answers

- A. Cancelled
- B. Resolved
- C. Awaiting Info
- D. In Progress
- E. Closed
- F. New

Answer: CDE

NEW QUESTION 177

What functionality is required to automatically close resolved cases if customers do not respond within a specified time?

- A. Auto Close Resolved Cases Workflow
- B. Auto Close Resolved Cases Flow Designer Flow
- C. Auto Close Resolved Cases Business Rule
- D. Auto Close Resolved Cases Scheduled Job

Answer: D

NEW QUESTION 181

Customer service agents can use Agent Assist to search for information from an interaction. BY DEFAULT, what are the available search sources? (Choose three.)

- A. Knowledge articles
- B. Service catalog
- C. Communities
- D. Consumer service portal
- E. Customer service portal

Answer: ABC

NEW QUESTION 183

What does the Agent Whisper function do?

- A. Lets agents and chat supervisors have a conversation without the requester knowing
- B. Lets the chat supervisors have a conversation with the requester without the agent knowing
- C. Lets agents have chat conversations with other agents without the requester knowing
- D. Lets agents and requesters have a conversation without the chat supervisor knowing

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/workspace/concept/agent-whisper-overview.html>

NEW QUESTION 188

Which application must be activated to enable customers to check in on-line for future appointments?

- A. Business Location
- B. Walk-Up Experience
- C. Field Service Management
- D. Service Organization

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/task/csm-walkup-enable-appt-booking.html>

NEW QUESTION 190

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: AD

NEW QUESTION 195

When creating or importing assets for CSM, model categories are used to: (Choose three.)

- A. Define whether a Configuration Item (CI) is created when an Asset record is created or vice versa Most Voted
- B. Group assets together Most Voted
- C. Build a classification structure for product models
- D. Model the configuration options for each product model being sold to customers
- E. Define a link between Asset classes and Configuration Item (CI) classes

Answer: ABE

NEW QUESTION 200

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

- A. Service Analytics
- B. In-form Analytics Most Voted
- C. Case Spotlight
- D. CSM Prediction Results

Answer: B

NEW QUESTION 204

Which of the following roles cannot update a consumer's record?

- A. sn_customerservice_agent
- B. sn_customerservice_manager
- C. sn_customerservice.consumer_agent
- D. admin

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/task/create-a-consumer-record.html>

NEW QUESTION 205

When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

- A. Social Channels
- B. Social Profiles
- C. Social Logs
- D. Work notes
- E. Additional comments

Answer: C

NEW QUESTION 209

The available case types are: (Choose two.)

- A. Product Support
- B. Order
- C. Product
- D. Support

Answer: BC

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/manage-csm-case-types.html>

NEW QUESTION 214

From which places in ServiceNow can a customer service agent [sn_customerservice_agent] create a case? (Choose three.)

- A. Account
- B. Incident
- C. Customer Service Application
- D. Special Handling Note

E. Chat

Answer: ACE

NEW QUESTION 215

When working with communication channels, what inbound email flows are available by default? (Choose two.)

- A. Create case for product
- B. Create case for asset
- C. Update case from forward email
- D. Create case from email
- E. Update case using reply

Answer: DE

NEW QUESTION 217

New case tasks use the following prefix:

- A. CSMTASK prefix
- B. CASETASK prefix
- C. CSTASK prefix
- D. No specific task prefix just existing TASK prefix

Answer: C

NEW QUESTION 218

Installing the Customer Service Management plugin activates:

- A. Only one other plugin - Field Service Management Plugin
- B. No other Plugins
- C. Only two other plugins - Portal and Case Management
- D. Many other plugins at the same time

Answer: D

NEW QUESTION 221

Matching rules enhance assignment capability by _____.

- A. Matching best agent by availability
- B. Providing dynamic matching of cases to groups or individuals
- C. Determining if account is a customer or partner
- D. Matching best agent by skill

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_CaseRouting.html

NEW QUESTION 223

An Account Relationship is based on a defined account relationship type. Users with the System Administrator role can define two types of relationships: Choose 2 answers

- A. Partner-to-customer
- B. Customer-to-Consumer
- C. Account-to-account
- D. Partner-to-account
- E. Account-to-customer

Answer: CD

NEW QUESTION 227

Information about a customer's service contract is found in Knowledge.

- A. False
- B. True

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_ContractsAndEntitlements.html

NEW QUESTION 230

What allows the implementation of phases and tasks to meet performance goals track progress and measure success?

- A. Performance Analytics Spotlight
- B. Scheduled Reporting
- C. Service Level Agreement Tasks
- D. Continual Improvement Management

Answer: D

NEW QUESTION 235

If only one user reports a content for moderation, the content will be hidden.

- A. True
- B. False

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-communities/task/approve-reject-content.html>

NEW QUESTION 236

A consumer service agent receives and accepts a case which was created by a consumer. The agent needs and requests more information from the consumer. After receiving the information, the agent proposes a solution that is accepted by the consumer Given this scenario, what is the chronological order of case states used to manage this case?

- A. New > Work in Progress > On Hold > Work in Progress > Resolved > Closed
- B. Open > Pending > Work in Progress > Resolved > Closed
- C. New > Open > Work in Progress > Solution Proposed > Closed
- D. New > Open > Awaiting Info > Open > Resolved > Closed

Answer: D

Explanation:

https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseStates.html

NEW QUESTION 241

What is the equivalent of NOT selecting any group, when configuring multiple active configurations of OpenFrame?

- A. Selecting all the groups
- B. Selecting none of the groups
- C. Missing configuration
- D. Misconfigured

Answer: A

NEW QUESTION 243

What is knowledge article versioning?

- A. A content tracker for knowledge articles
- B. A knowledge article publishing guide
- C. The ability to manage and track article updates Most Voted
- D. A knowledge article numbering guide

Answer: A

NEW QUESTION 246

Which type of catalog item may be found in a Service Catalog?

- A. Requested Items
- B. Content Items Most Voted
- C. Categories
- D. Execution Plans

Answer: B

NEW QUESTION 251

Which feature enables employees to request support for themselves and for external customers?

- A. Account Management
- B. Responsibility Definitions
- C. Contributor Users
- D. Business Locations

Answer: C

NEW QUESTION 253

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident, Problem and Change forms. What do you recommend to your customer?

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Make a show/hide UI action to show only the desired CIs to the itil users

Answer: B

NEW QUESTION 258

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