

## Exam Questions CIS-CSM

ServiceNow Certified Implementation Specialist - Customer Service Management Exam

<https://www.2passeasy.com/dumps/CIS-CSM/>



NEW QUESTION 1

On the Customer Service Portal which personas can see work orders from their company hierarchy? (Choose two.)

- A. Partner admin
- B. Partner contact
- C. Customer admin
- D. Customer contact

Answer: AC

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

▼

Display rule

Display request message

validate\_registration

Update account based on reg code

Shows message to remind users to enter a correct registration code

▼

Display rule

Display request message

validate\_registration

Update account based on reg code

Validates registration code and assigns account based on the registration code

▼

Display rule

Display request message

validate\_registration

Update account based on reg code

Checks if the registration is valid based on the user's email address

▼

Display rule

Display request message

validate\_registration

Update account based on reg code

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

After registration request submittal, shows info message to user

▼

Display rule

Display request message |

validate\_registration

Update account based on reg code

Shows message to remind users to enter a correct registration code

▼

Display rule |

Display request message

validate\_registration

Update account based on reg code

Validates registration code and assigns account based on the registration code

▼

Display rule

Display request message

validate\_registration \_ \_ \_ \_

Update account based on reg code |

Checks if the registration is valid based on the user's email address

▼

Display rule

Display request message

validate\_registration |

Update account based on reg code

NEW QUESTION 3

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 4

Agents and managers cannot create knowledge articles from Community questions.

- A. True
- B. False

**Answer:** B

**Explanation:**

The ownership group for this knowledge article. An ownership group consists of a group of members and a manager who are responsible for approvals, ensuring article quality, and feedback tasks.

Ownership groups can publish, edit, and retire knowledge articles that they are associated with. Reference: <https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledgemanagement/task/create-knowledge-article.html>

#### NEW QUESTION 5

Which roles are responsible for maintaining account team membership? (Choose two.)

- A. Customer Admin [sn\_customerservice.customer.admin]
- B. Customer Case Manager [sn\_customerservice.customer\_case\_manager]
- C. System Administrator [admin]
- D. Customer Service Manager [sn\_customerservice\_manager]

**Answer:** CD

#### NEW QUESTION 6

What does NLU stand for?

- A. Natural-Learning Userability
- B. Natural-Language Understanding Most Voted
- C. Natural-Learning URL
- D. Natural-Language URL

**Answer:** B

#### NEW QUESTION 7

The ServiceNow add-in for Microsoft Outlook enables you to manage workflows such as creating and updating contacts and cases from within Microsoft Outlook. How could this feature positively affect customer experience?

- A. As email is being used fewer agents would be required to create cases so service costs would go down
- B. It is easier to report on data in emails which means managers would be better placed to track performance
- C. It can lead to faster resolution of customer issues and faster response to customer inquiries Most Voted
- D. It would guarantee less wait time for customers who chose to call the customer service center

**Answer:** C

#### NEW QUESTION 8

Cost Information on cases is available as part of the Performance Analytics Content Pack for Customer Service.

- A. True
- B. False

**Answer:** B

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/london-customer-service-management/page/product/customer-service-management/task/view-csm-executive-dashboard.html>

#### NEW QUESTION 9

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 10

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

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 14

Who can create a customer service case from a community discussion? (Choose two.)

- A. Customer service agent (sn\_customerservice\_agent)
- B. Proxy case creator (sn\_customerservice.proxy\_case\_creator)
- C. Partner (sn\_customerservice.partner)
- D. Case Viewer (sn\_customerservice.case\_viewer)

**Answer:** AB

#### Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-customer-service-management/page/product/customer-communities/concept/case-management-integration.html>

#### NEW QUESTION 17

In CSM Asset Management has a different meaning than in ITSM or Corporate Finance Which of the following defines Asset Management in CSM?

- A. The process of developing, operating, maintaining, upgrading, and disposing of assets in the most cost-effective manner
- B. A generic activity or process responsible for tracking and reporting the value and ownership of assets throughout their lifecycle
- C. Asset management has different use cases for tracking specific products or services customers are using Most Voted
- D. It includes all of the data crucial to support customers as efficiently as possible

**Answer:** C

#### NEW QUESTION 18

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 22

Benefits of Proactive Customer Service Operations include: (Choose two.)

- A. Reduced inbound calls from customers Most Voted
- B. Reduction in staff turnover
- C. Major cases can be eliminated as there will be no impact to customers
- D. Reduced Mean Time To Resolve (MTTR) Most Voted
- E. Guaranteed increase in customer satisfaction

**Answer:** AD

#### NEW QUESTION 26

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 28**

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 33**

What can a person assigned with the customer role access on the customer service portal by default? (Choose three.)

- A. Cases
- B. Related parties
- C. Assets
- D. Social profiles
- E. Sold products

**Answer:** ACE

**NEW QUESTION 38**

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 43**

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 46**

When working with case types, what is the lowest level in the case type hierarchy called?

- A. Leaf-level
- B. Decision-level
- C. Base-level
- D. Sub-level

**Answer:** A

**NEW QUESTION 51**

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 54

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 55

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 58

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 59

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

From a service provider's perspective, is the following a product or an asset? A cable modem model that the service provider sells.

- A. Product
- B. Asset

**Answer:** A

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c\\_ContractsAndEntitlements.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_ContractsAndEntitlements.html)

#### NEW QUESTION 67

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 72

Contextual Search framework is used for providing Knowledge search results in which of these scenarios?

- A. Entering question in portal only
- B. Record Producer only
- C. Both portal question entry and Record Producer
- D. None of the above

**Answer:** C

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/madrid-platform-administration/page/administer/contextualsearch/concept/c\\_DefineContextualSearch.html](https://docs.servicenow.com/bundle/madrid-platform-administration/page/administer/contextualsearch/concept/c_DefineContextualSearch.html)

#### NEW QUESTION 74

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 78

Service-aware Install Base consists of which entities? (Choose three.)

- A. Installed Products
- B. Install Base Items
- C. Assets
- D. Sold Products
- E. Configuration Items

**Answer:** ABD

#### NEW QUESTION 83

How can multiple service catalogs be made available on the Customer Service Portal?

- A. Include them in the list of service catalogs on the Customer Service Portal record
- B. Add them to the list of service catalogs in the Customer Service Portal header widget options
- C. Create user criteria for each of the applicable service catalogs
- D. Only the Customer Service service catalog can be used on the Customer Service Portal

**Answer:** A

#### NEW QUESTION 84

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 88

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

#### NEW QUESTION 89

Partner admin (sn\_customerservice.partner\_admin) contacts have access to:

- A. Their customer account
- B. Their partner accounts
- C. Both
- D. Neither

**Answer:** C

#### NEW QUESTION 94

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

#### NEW QUESTION 99

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- A. B2C
- B. B2B

**Answer:** A

#### NEW QUESTION 103

What benefits does scoping an application bring? (Choose three.)

- A. CSM teams can move at their desired pace, independent of IT
- B. Provides CSM teams autonomy and control
- C. CSM application data and business logic is protected from changes by other applications
- D. Account records can be changed only while in the CSM scope
- E. Changes in different scopes can be addressed in a single update set

**Answer:** ABC

#### NEW QUESTION 107

Which step in Advanced Work Assignment (AWA) would ensure the work was allocated to the appropriate agent?

- A. Set the Agent Experience
- B. Define Assignment Rules
- C. Define Work Item Queues
- D. Configure Service Channels

**Answer:** B

#### NEW QUESTION 112

What is the most efficient way to get cases to be dosed automatically after a few days?

- A. Set the property glide.auto.close.cases resolved to true
- B. Create a workflow associated with cases with a timer that changes the state after a few days
- C. Create a Scheduled job that looks at the resolved\_at date
- D. Activate the Auto Close Resolved Cases flow

**Answer:** D

#### NEW QUESTION 115

Which of the following are benefits that may be gained from using communities? Choose 3 answers

- A. Reduce support costs
- B. Engagement with Customers
- C. Get product feedback
- D. Reduce cost per sales
- E. Increase marketing effectiveness

**Answer:** ABC

#### NEW QUESTION 120

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

**Answer:** C



#### NEW QUESTION 121

What should be part of the pre-engagement collateral?

- A. Frequently Asked Questions (FAQ)
- B. Scoping Guide
- C. Customer Service roles template
- D. Stock Keeping Unit (SKU) and pricing sheet

**Answer:** C

**Explanation:**

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/dssim.pdf> (2)

#### NEW QUESTION 124

Which roles are considered external? Choose 2 answers

- A. Partner Admin (sn\_customerservice.partner\_admin)
- B. partner\_admin
- C. Customer Admin (sn\_cuslomerservice.customet\_admin)
- D. Customer Service Agent (sn\_customerservice\_agent)
- E. Consumer Support Agent (sn\_customerservice.consumer\_agent)

**Answer:** AB

#### NEW QUESTION 126

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

#### NEW QUESTION 127

What is the purpose of a Catalog Item variable?

- A. Allows the customer to ask a question
- B. Provides hint to the user on the field
- C. Opens a chat session with customer support
- D. Allows the customer or consumer to qualify their answer

**Answer:** D

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalogmanagement/task/t\\_CreateAVariableForACatalogItem.html](https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalogmanagement/task/t_CreateAVariableForACatalogItem.html)

#### NEW QUESTION 129

By default what can customers with the customer (sn\_customerservice.customer) role see on the customer service portal? (Choose three.)

- A. Assets Most Voted
- B. Publications Most Voted
- C. Products Most Voted
- D. Contacts
- E. Contracts

**Answer:** ABC

#### NEW QUESTION 134

From which one of the following can an agent create a CSM Case:

- A. Human Resource Application
- B. Incident Management
- C. Chat
- D. Special Handling Note

**Answer:** C

**Explanation:**

Source: <https://docs.servicenow.com/bundle/sandiego-customer-service-management/page/product/customer-service-management/concept/customer-service->

case-types.html

#### NEW QUESTION 135

Which of the following statements is correct regarding product models in CSM?

- A. Products models can only contain digital (logical) items
- B. Product models can contain either physical items or digital (logical) items but not both in the same model
- C. Product models can only contain physical items
- D. Product models can contain both physical items and digital (logical) items in the same mode

**Answer:** D

#### NEW QUESTION 136

Which predefined conversations are available for Customer Service Virtual Agent? (Choose two.)

- A. Create Contact
- B. Check Case Status Most Voted
- C. Close Case
- D. Get Help with an Order Most Voted
- E. Get Help with an Asset

**Answer:** BD

#### Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/csm-virtual-agent-chatbot.html>

#### NEW QUESTION 141

Which CSM Configurable Workspace feature enables agents to quickly view records in the contextual side panel without switching tabs?

- A. Contextual Search
- B. Agent Assist
- C. Dynamic Related Records
- D. Record Information

**Answer:** C

#### NEW QUESTION 144

What are the characteristics of Knowledge Categories?

- A. Shareable across KBs: Yes ; Multi-Level: No
- B. Shareable across KBs: No ; Multi-Level: Yes
- C. Shareable across KBs: No ; Multi-Level: No
- D. Shareable across KBs: Yes ; Multi-Level: Yes

**Answer:** B

#### NEW QUESTION 147

Which roles are considered external? (Choose two.)

- 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:** BC

#### NEW QUESTION 148

Predictive Intelligence improves triage quality by eliminating the guesswork. Predictive Intelligence supports which of the following decisions? (Choose two.)

- A. Case Escalation
- B. Case State
- C. Case Categorization
- D. Case Prioritization

**Answer:** CD

#### Explanation:

Reference: <https://www.servicenow.com/products/predictive-intelligence.html>

#### NEW QUESTION 152

Which of the following is correct regarding the social media channel?

- A. Cases cannot be created from any of the social channels

- B. Cases are NOT created automatically from any of the social channels
- C. Cases can be created automatically depending on which social channel is used
- D. Cases are created automatically from all of the social channels

**Answer:** C

#### NEW QUESTION 156

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 161

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.htmlc](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.htmlc)

#### NEW QUESTION 164

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 167

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 171

What are benefits of me Conversation History feature? (Choose two.)

- A. Shorter calls for agents by reducing the time to search for information
- B. A customized admin chat toolbar with emojis for agents to use in chat messages
- C. Improved customer satisfaction as agents can respond to and resolve customer issues faster
- D. Better language management by flagging key words and alerting chat managers when agents use one or more of those words

**Answer:** AC

#### NEW QUESTION 176

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 178**

Out-of-box, which functionality handles state transitioning for case management?

- A. Business Rules
- B. Flows
- C. Workflows
- D. State Flows

**Answer:** D

**NEW QUESTION 182**

External content integration is important for agents to be able to access knowledge articles from external sources. ALL external sources must be:

- A. webDAV-compliant
- B. Web-based
- C. WebDAV-versioned
- D. Web-configurable

**Answer:** A

**NEW QUESTION 186**

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 191**

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**

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 200**

For security purposes certain roles cannot be assigned to a group or individual at the same time. Which of the following two roles would be restricted?

- A. snc\_intemai and snc\_external
- B. snc\_internal and sn\_customerservice.consumer\_agent
- C. snc\_internal and sn\_customerservice\_agent
- D. snc\_external and sn\_customerservice.customer

**Answer:** A

**NEW QUESTION 201**

Depending on the CSM application configurations, cases can be assigned to agents manually or by using auto-assignment. Which routing and assignment features leverage matching rules? (Choose two.)

- A. State Flows
- B. Assignment Workbench
- C. Assignment Rules
- D. CSM Workspace

**Answer:** BC

#### NEW QUESTION 206

Customer service personnel who are allocated the customer service agent (sn\_customerservice\_agent) role are responsible for which of the following tasks? (Choose four.)

- A. Assist customers with questions, issues and problems
- B. Create cases
- C. Propose major cases
- D. View, edit, and work on cases
- E. Approve customer contacts
- F. Manage customer entitlements

**Answer:** ABCD

#### NEW QUESTION 211

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

#### NEW QUESTION 216

Which of the following options can a survey administrator define on an individual survey? (Choose two.)

- A. The ability for end users to decline survey assignments
- B. Number of survey reminder notifications
- C. Trigger conditions Most Voted
- D. Anonymize responses

**Answer:** CD

#### NEW QUESTION 217

As an agent you can report a knowledge gap, if you cannot find relevant articles that could help resolve a case. Which action is required to create the knowledge gap?

- A. Document the knowledge gap in the case work notes and escalate the case
- B. Use Related Links on the case form to report a knowledge gap
- C. Post a question in one of the various Customer Service Management knowledge bases
- D. Use the Create Knowledge button on the case form to report a knowledge gap

**Answer:** B

#### NEW QUESTION 219

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

#### NEW QUESTION 223

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 227

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 231**

Based on which out-of-box attributes can Special Handling Notes be applied to cases? Choose 3 answers

- A. Product Model
- B. Account
- C. Service Contract
- D. Contact
- E. Install Base Item

**Answer:** ABD

**Explanation:**

[https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/c\\_OnScreenAlerts.html](https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html)

**NEW QUESTION 236**

.....

## THANKS FOR TRYING THE DEMO OF OUR PRODUCT

Visit Our Site to Purchase the Full Set of Actual CIS-CSM Exam Questions With Answers.

We Also Provide Practice Exam Software That Simulates Real Exam Environment And Has Many Self-Assessment Features. Order the CIS-CSM Product From:

<https://www.2passeasy.com/dumps/CIS-CSM/>

## Money Back Guarantee

### CIS-CSM Practice Exam Features:

- \* CIS-CSM Questions and Answers Updated Frequently
- \* CIS-CSM Practice Questions Verified by Expert Senior Certified Staff
- \* CIS-CSM Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- \* CIS-CSM Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year