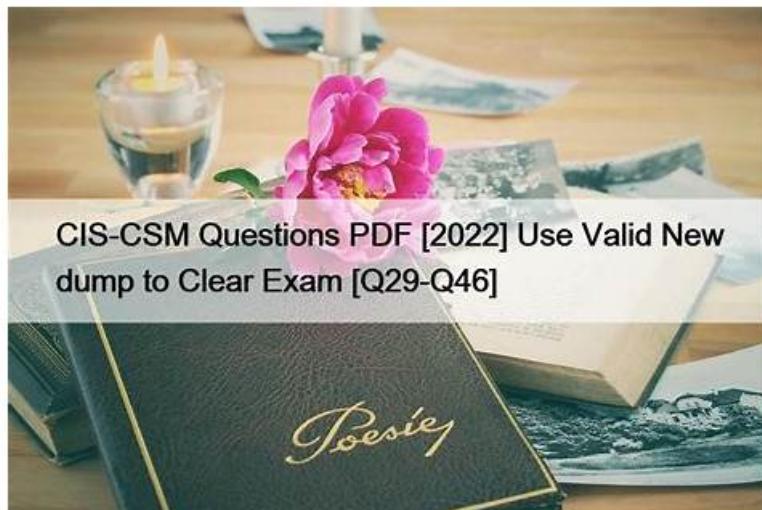


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ServiceNow is a software company that enables digital transformation and is widely used by organizations worldwide to simplify and automate complex business processes. The company offers comprehensive cloud-based solutions that automate and streamline IT operations, employee workflows, and customer service management. To ensure that customers get the most out of their investment in ServiceNow's products and services, the company has established a rigorous certification program, including the ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) exam.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q203-Q208):

NEW QUESTION # 203

Match the definitions for roles relationships.

Answer:

Explanation:

NEW QUESTION # 204

Articles can provide the following: (Choose three.)

- A. Document current and known issues
- B. Share product information
- C. Provide answers and responses to common issues or questions
- D. Information about customer's service contract

Answer: A,B,C

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge-management/topic/p_KnowledgeManagement.html

NEW QUESTION # 205

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

Answer: A

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

Answer: A,C,D,E

NEW QUESTION # 207

Which table does the Account (customer_account) table extend?

- A. Service Organization (sn_customer_service_organization)
- B. Company (core company)
- C. Customer (sn_customer_service_customer)
- D. Business Location (sn_csm_business_location)

Answer: B

NEW QUESTION # 208

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