

CIS-CSM Training Materials | Perfect to Pass ServiceNow Certified Implementation Specialist - Customer Service Management Exam



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ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Certification Exam is an assessment designed for professionals who specialize in ServiceNow and customer service management. CIS-CSM exam is intended to validate the knowledge, skills, and expertise of implementation specialists in this field. The ServiceNow CIS-CSM Certification Exam is geared towards IT professionals and project managers who are responsible for implementing customer service solutions on the ServiceNow platform.

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ServiceNow CIS-CSM Certification Exam consists of multiple-choice questions that test the participant's proficiency in implementing and configuring customer service management applications using the ServiceNow platform. CIS-CSM examination also examines the participant's understanding of the ServiceNow development lifecycle, standards, and best practices. The ServiceNow CIS-CSM Certification demonstrates that an individual has a comprehensive understanding of ServiceNow's customer service management applications and can implement them effectively.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q84-Q89):

NEW QUESTION # 84

After installing the Performance Analytics Content Pack for Customer Service, which job must be run to retrieve daily case data from previous months?

- A. Customer Service Historic Data Collection
- B. Customer Service Case Data Collection

- C. Customer Service Initial Data Collection
- D. Customer Service Daily Data Collection

Answer: A

NEW QUESTION # 85

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

- A. Customer Service Manager (sn_customerservice_manager)
- B. Customer Service Agent (sn_customerservice_agent)
- C. Consumer Support Agent {sn_customerservice.consumer_agent}
- D. Customer (sn_customerservice.customer)

Answer: C,D

NEW QUESTION # 86

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

Answer: B,C

NEW QUESTION # 87

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

Answer: B,C

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 # 88

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

- A. Asset
- B. Product

Answer: B

NEW QUESTION # 89

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