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The CIS-CSM exam is a performance-based exam that requires candidates to demonstrate their knowledge and skills in a simulated environment. Candidates are presented with real-world scenarios and are required to complete tasks that demonstrate their ability to configure and implement ServiceNow Customer Service Management solutions. CIS-CSM Exam is designed to ensure that candidates have a deep understanding of the ServiceNow platform and are able to configure and maintain ServiceNow Customer Service Management solutions to meet the needs of their organization.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q201-Q206):

NEW QUESTION # 201

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

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

Answer: A,B,D

NEW QUESTION # 202

Upon self-registration through the Consumer Service Portal, a record is created in: (Choose two.)

- A. Consumer User (csm_consumer-user)
- B. Contact (customer_contact)
- C. CSM User (csm_user)
- D. Consumer (csm_consumer)

Answer: A,D

NEW QUESTION # 203

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

- A. True
- B. False

Answer: B

NEW QUESTION # 204

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

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

Answer: A,C

Explanation:

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

NEW QUESTION # 205

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

- A. 0
- B. 1
- C. 2
- D. Unlimited

Answer: D

Explanation:

Explanation

