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ServiceNow CIS-CSM Certification Exam is a valuable credential for professionals who work with the ServiceNow CSM platform. By passing CIS-CSM exam, professionals can demonstrate their expertise in configuring and managing the platform, enhance their career prospects, and contribute to the success of their organization's customer service operations.

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ServiceNow CIS-CSM Certification Exam is designed to test a wide range of skills and knowledge areas. CIS-CSM exam covers topics such as customer service management processes, customer service management data and reporting, and customer service management configuration. CIS-CSM exam also includes questions on ServiceNow's customer service management applications, as well as best practices for implementing and configuring those applications. CIS-CSM exam is designed to be comprehensive and challenging, requiring extensive preparation in order to pass.

ServiceNow CIS-CSM exam is intended for professionals who work in the IT service management or customer service management field. CIS-CSM Exam validates the candidate's ability to implement ServiceNow CSM solutions, configure ServiceNow applications, and integrate ServiceNow with other third-party tools. CIS-CSM exam covers various topics, including ServiceNow CSM architecture, data management, service catalog, workflows, and reporting. CIS-CSM exam also tests the candidate's knowledge of customer service best practices, customer experience management, and ServiceNow's CSM-specific features.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q12-Q17):

NEW QUESTION # 12
What will be the state of a case after a customer rejects the solution proposed by an agent?

- A. Open
- B. New
- C. Solution Rejected
- D. In Progress

Answer: A

NEW QUESTION # 13
Predictive Intelligence improves Case management by:

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

Answer: A

NEW QUESTION # 14
_____ is a role for agents who assists consumers with questions, issues, and problems. This user creates, views, and edits cases and works with consumers to resolve cases. Typically supports a specific set of products across one or more communication channels. An agent can belong to one or more agent groups.
Options are :

- A. Agent [sn_customerservice_agent]
- B. Customer case manager [sn_customerservice.customer_case_manager]
- C. Agent manager [sn_customerservice_manager]
- D. Partner [sn_customerservice.partner]
- E. Customer administrator [sn_customerservice.customer_admin]
- F. Consumer Agent [sn_customerservice.consumer_agent]

Answer: F

NEW QUESTION # 15
When implementing Knowledge Product Entitlements, what is enabled when activating the Enable access control of Knowledge Articles system property?

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

Answer: B

NEW QUESTION # 16

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

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

Answer: D

NEW QUESTION # 17

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