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The CIS-CSM Certification Exam is intended for professionals who are responsible for implementing ServiceNow's CSM module in their organization. CIS-CSM exam is also suitable for consultants and partners who provide implementation services to customers. By obtaining the CIS-CSM certification, professionals can demonstrate their expertise in the implementation of the CSM module, which can help them advance their careers and increase their value to their organizations. Additionally, the certification can help organizations identify skilled professionals who can help them improve their customer service processes using ServiceNow's CSM module.

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ServiceNow CIS-CSM Exam covers various topics related to Customer Service Management, including Case Management, Knowledge Management, Service Level Agreements, and Service Catalog Management. CIS-CSM exam tests the candidate's knowledge of the principles and best practices of Customer Service Management, as well as their ability to configure and customize ServiceNow applications to meet specific business requirements. CIS-CSM Exam consists of 60 multiple-choice questions, and candidates have 90 minutes to complete it.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q213-Q218):

NEW QUESTION # 213

Which capabilities does the integration with Microsoft Outlook add-in offer? (Choose two.)

- A. As the Microsoft Outlook user, register yourself as self-contributor

- B. Register the sender of an email as contact
- **C. Escalate a case on the add-m panel of Outlook**
- D. Create cases using email content in Outlook for the customer contact

Answer: A,C

NEW QUESTION # 214

Depending on which CSM workspace you are operating within, certain steps can be applied to configure the form header. Which of the following is correct regarding form headers in the CSM Configurable workspace?

- A. The form headers secondary values can only be displayed above the ribbon components
- B. The form header for the case form can display five levels of field values from the case table
- **C. The form header's secondary values can be displayed in the contextual side panel instead of above the ribbon components**
- D. The form header's primary values can be displayed in the contextual side panel instead of above the ribbon components

Answer: C

NEW QUESTION # 215

Information in the Case Field 'Contact' is copied to which Incident Field?

- **A. Caller**
- B. Contact
- C. User
- D. Customer

Answer: A

Explanation:

Reference:

customer-service-management/reference/csm-integration-sm-incident.html

NEW QUESTION # 216

Partner admin (sn_customerservice.partner_admin) contacts have access to:

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

Answer: A

NEW QUESTION # 217

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. Customer Service Manager [sn_customerservice_manager]**
- **D. System Administrator [admin]**

Answer: C,D

NEW QUESTION # 218

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