

100% Pass CIS-CSM - ServiceNow Certified Implementation Specialist - Customer Service Management Exam Perfect Test Preparation

ServiceNow CIS-CSM Exam Summary:	
Vendor	ServiceNow
Exam Code	CIS-CSM
Full Exam Name	ServiceNow Certified Implementation Specialist - Customer Service Management
Number of Questions	60
Sample Questions	ServiceNow CIS-Customer Service Management Exam Sample Questions and Answers
Practice Exam	ServiceNow CIS-CSM Practice Test
Time Limit	130 Minutes
Exam Fee	USD \$450
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ServiceNow is a cloud-based platform that provides workflow automation, IT service management, and customer service management solutions. The CIS-CSM certification exam is part of the ServiceNow certification program, which offers a range of certifications for IT professionals who want to demonstrate their expertise in using the platform. The CIS-CSM certification is a valuable credential for professionals who work in customer service management and want to advance their careers in this field.

ServiceNow CIS-CSM Certification Exam is a rigorous assessment of an individual's knowledge and skills in various aspects of ServiceNow CSM platform implementation, such as configuring workflows, creating service catalogs, managing customer service cases, and implementing customer satisfaction surveys. CIS-CSM exam is designed to measure an individual's ability to successfully implement ServiceNow CSM solutions in a real-world setting.

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q99-Q104):

NEW QUESTION # 99

Which roles can specify both skills and mandatory skills for cases and tasks? (Choose two.)

- A. Customer service agent (sn_customerservice_agent) Most Voted
- B. Partner (sn_customerservice.partner)
- C. Customer administrator (sn_customerservice.customer_admin)
- D. Customer service manager (sn_customerservice_manager) Most Voted

Answer: A,D

NEW QUESTION # 100

Which feature enables employees to request support for themselves and for external customers?

- A. Contributor Users
- B. Account Management
- C. Business Locations
- D. Responsibility Definitions

Answer: A

NEW QUESTION # 101

Which of the following is a condition for matching rules?

- A. Specific case attributes
- B. Agent domain
- C. Assignment
- D. Switching

Answer: C

NEW QUESTION # 102

Match the definitions for roles relationships.

Hot Area:

Answer Area

A customer account, a partner account, or both.	▼ Partner Account Contact Consumer
A supported external customer that, sells and supports one or more customers.	▼ Partner Account Contact Consumer
A member of an account.	▼ Partner Account Contact Consumer
A person who purchases goods and services for personal use.	▼ Partner Account Contact Consumer

Answer:

Explanation:

Answer Area

A customer account, a partner account, or both.

▼
Partner
Account
Contact
Consumer

A supported external customer that, sells and supports one or more customers.

▼
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A member of an account.

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A person who purchases goods and services for personal use.

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NEW QUESTION # 103

What should be part of the pre-engagement collateral?

- A. Frequently Asked Questions (FAQ)
- **B. Scoping Guide**
- C. Stock Keeping Unit (SKU) and pricing sheet
- D. Customer Service roles template

Answer: B

NEW QUESTION # 104

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