

ServiceNow CIS-CSM Valid Exam Book, CIS-CSM Valid Test Tips

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 Certified Implementation Specialist - Customer Service Management (CIS-CSM) Practice Test
Passing Score	Pass / Fail
Time Limit	130 Minutes
Exam Fee	USD \$450
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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q58-Q63):

NEW QUESTION # 58

Customer service agents can use Agent Assist to search for information from an interaction. BY DEFAULT, what are the available search sources? (Choose three.)

- A. Communities
- B. Consumer service portal
- C. Customer service portal
- D. Service catalog
- E. Knowledge articles

Answer: A,D,E

NEW QUESTION # 59

To which entities can Special Handling Notes be applied out of the box?

- A. Consumer
- B. Sold Product
- C. Entitlement

Answer: A

NEW QUESTION # 60

What should be part of the pre-engagement collateral?

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

Answer: B

Explanation:

Explanation/Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/ds-sim.pdf>
(2)

NEW QUESTION # 61

Which of the following are correct for parent/child synchronization? (Choose two.)

- A. Multiple child cases can be managed from a parent case as in Major Issue Management
- B. The property to synchronize parent to child cases is automatically enabled
- C. The Administrator can choose which fields to synchronize from parent to child cases
- D. Parent to child cases can be synchronized regardless of which state the case is in

Answer: A,D

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html>

NEW QUESTION # 62

What criteria can be used to determine when a new inbound case should be opened?

- A. When an internal problem occurs
- B. When we have new marketing material for a customer
- C. When a new customer is created
- D. When a customer has a question or issue to resolve

Answer: D

NEW QUESTION # 63

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