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How to Prepare For ServiceNow Certified CIS CSM

Preparation Guide for ServiceNow Certified CIS CSM

Introduction to ServiceNow Certified CIS CSM

ServiceNow certification gives attendees the knowledge and confidence to take full advantage of the ServiceNow platform. Throughout the training and certification programs, attendees learn to configure, customize and design with real-world examples and a hands-on approach.

Customers demand seamless and efficient service that is easy to access and frictionless. That's why customer service providers need to be prepared to provide connected and effective service, no matter which channel a customer uses to engage.

ServiceNow Certification exams are computer-based, multiple-choice exams delivered by ServiceNow testing partner Kryterion, in a proctored environment. Online proctoring is also available.

The ServiceNow Certified Implementation Specialist - Customer Service Management Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become CIS-CSM certified.

The Certified Implementation Specialist - Customer Service Management exam certifies that a successful candidate has the skills and essential knowledge to lead and contribute to the configuration, implementation, and maintenance of the ServiceNow CSM application.

ServiceNow believes in the potential of technology to reduce our employment insecurity and make people work better. They change old manual ways of working into modern digital workflows. They have an expansive portfolio of IT, HR, Customer Service, and other divisions covering the training offerings of the Now Network. If you are just getting started or ready to develop your expertise and knowledge of ServiceNow, they will teach you how to work quickly and maximize your use. Demand for specialists at ServiceNow is rising rapidly. Certification by ServiceNow gives participants the information and trust to take full advantage of the ServiceNow program. Attendees learn to configure, customize, and build with real-world examples and a hands-on approach in the training and certification programs.

SERVICENOW CIS-CSM Practice Exams and **SERVICENOW CIS-CSM practice test** is beneficial for the Certified Implementation Specialist - Customer Service Management exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Customer Service Management Certified Implementation Specialist.

ServiceNow is a software platform which supports IT Service Management (ITSM). It helps you to automate IT Business Management (ITBM). This cloud-based platform is designed based on ITIL guidelines.

ServiceNow focuses on service-orientation toward the tasks, activities, and processes. It uses machine learning to leverage data and workflows to help modern enterprise becomes faster and more scalable.

It offers the flexibility, power, and dependability to achieve the goals of the incident and problem management. Moreover, users are free to select their most comfortable support interface. It provides all the information to the technician to diagnose and repair issues while removing the dependency on spreadsheets and emails.

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Exam Topics of ServiceNow Certified CIS CSM

The following are covered in **SERVICENOW CIS-CSM practice exams** and **SERVICENOW CIS-CSM practice test**:

- Architecture and Security
- Business Cases / Use Cases
- Baseline Application Functionality
- Proven Practices for Implementation

ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Exam is a certification exam designed to test the knowledge and skills of professionals who are responsible for implementing and configuring ServiceNow's Customer Service Management (CSM) application. CIS-CSM Exam is designed for individuals who have a solid understanding of IT service management principles and have experience working with ServiceNow's platform. Passing CIS-CSM exam is proof that a candidate has the necessary skills to successfully implement and configure ServiceNow's CSM application and can effectively manage customer service requests.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q35-Q40):

NEW QUESTION # 35
Major Issue Management uses which one of the following capabilities?

- A. Asset management
- B. Targeted Communications
- C. Governance Risk and Control
- D. Record producers

Answer: B

Explanation:
Explanation

NEW QUESTION # 36
Information in the Case Field 'Contact' is copied to which Incident Field?

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

Answer: B

NEW QUESTION # 37
Which feature allows an agent to copy reusable messages to case or task forms to provide quick and consistent messages to users?

- A. Quick Messages
- B. Templates
- C. Quick Actions
- D. Response Templates

Answer: D

NEW QUESTION # 38
The Customer Support Portal default configuration provides the following channels to interact with customers?
(Choose two.)

- A. Email
- B. Chat
- C. Social
- D. Web

Answer: A,D

Explanation:
Explanation

NEW QUESTION # 39
Which table must be extended when creating a new case type?

- A. Task (task)
- B. Case Task (sn_customerservice_case_task)
- C. Case (sn_customerservice_case)
- D. Case Type (sn_case_type)

Answer: C

NEW QUESTION # 40

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