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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 (Q237-Q242):

NEW QUESTION # 237

The assignment workbench uses configurable matching criteria to evaluate agents in a selected group and provide an overall ranking. What are the different types of criteria available for the assignment workbench?

Choose 3 answers

- A. Availability
- B. Simple Match
- C. Aggregate
- D. Scripted
- E. Correlation

Answer: B,C,D

NEW QUESTION # 238

Which roles are considered external? (Choose two.)

- A. Customer Service Agent (sn_customerservice_agent)
- B. Partner Admin (sn_customerservice.partner_admin) Most Voted
- C. Customer Admin (sn_customerservice.customer_admin) Most Voted
- D. Consumer Support Agent (sn_customerservice.consumer_agent)

Answer: B,C

NEW QUESTION # 239

What action can be performed by a Partner Admin (sn_customerservice.partner_admin) and NOT by a Partner (sn_customerservice.partner) in the Customer Service Portal?

- A. Can resolve cases reported by their partner accounts
- B. Can create, view, and edit cases for their partner accounts
- C. Can view assets belonging to their partner accounts
- D. Can create and update contacts for their partner accounts

Answer: C

NEW QUESTION # 240

What is the purpose of a Catalog Item variable?

- A. Opens a chat session with customer support
- B. Allows the customer or consumer to qualify their answer
- C. Allows the customer to ask a question
- D. Provides hint to the user on the field

Answer: B

Explanation:

Explanation

NEW QUESTION # 241

Which of the following roles cannot update a consumer's record?

- A. sn_customerservice_agent
- B. admin
- C. sn_customerservice_manager
- D. sn_customerservice.consumer_agent

Answer: A

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/task/create-a-consumer-record.html>

NEW QUESTION # 242

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