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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-CSM Customer Service Management Sample Questions and Answers
Practice Exam	ServiceNow CIS-CSM Practice Test
Time Limit	130 Minutes
Exam Fee	USD \$450
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ServiceNow CIS-CSM Certification Exam is a valuable certification for professionals who work in customer service management. It demonstrates to employers that the individual has the necessary skills to implement and configure ServiceNow CSM to meet business requirements. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is also an excellent way for individuals to enhance their career prospects and increase their earning potential.

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q188-Q193):

NEW QUESTION # 188

A customer service manager would like to limit the reading and creation of knowledge articles within a specific Knowledge Base to the Customer Support group only. Which features should be used to accomplish this? (Choose two.)

- **A. Can Read user criteria**
- B. Hide the Knowledge Base from the Knowledge Base Portal
- **C. Cannot Contribute user criteria**
- D. Whitelist all other groups from the Knowledge Base

Answer: A,C

NEW QUESTION # 189

The case digests feature includes which types of case communication? (Choose two.)

- A. Post Case Reviews Most Voted
- B. Case Action Summaries Most Voted
- C. Case Post Mortem
- D. Case Lifecycle Reports

Answer: A,B

NEW QUESTION # 190

Predictive Intelligence improves Case management by:

- A. Replacing legacy routing rules
- B. Predicting Case values without manual intervention
- C. Predicting what values should have gone into empty fields in historical records
- D. Reducing the number of records needed to accurately predict a value

Answer: B

NEW QUESTION # 191

The available case types are: (Choose two.)

- A. Support
- B. Order
- C. Product
- D. Product Support

Answer: B,C

NEW QUESTION # 192

Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

- A. Create cases on behalf of customers
- B. Manage requests on behalf of customer service agents
- C. Manage major incident communication on behalf of a customer service manager
- D. Create requests on behalf of customers
- E. Manage cases on behalf of customer service agents

Answer: A,D

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html>

NEW QUESTION # 193

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