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Achieving the ServiceNow CIS-CSM Certification demonstrates an individual's expertise in customer service management and their ability to leverage ServiceNow's capabilities to improve customer service processes. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is ideal for professionals who work in customer service management, such as customer service managers, service desk managers, and customer support analysts. It is also beneficial for ServiceNow administrators who want to expand their knowledge and skills in customer service management.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q184-Q189):

NEW QUESTION # 184

What does the Agent Whisper function do?

- A. Lets agents have chat conversations with other agents without the requester knowing
- **B. Lets agents and chat supervisors have a conversation without the requester knowing**
- C. Lets agents and requesters have a conversation without the chat supervisor knowing
- D. Lets the chat supervisors have a conversation with the requester without the agent knowing

Answer: B

NEW QUESTION # 185

Match the definitions for roles relationships.

□

Answer:

Explanation:

□

NEW QUESTION # 186

Information in the Case Field 'Contact' is copied to which Incident Field?

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

Answer: B

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/csm-integration-sm-incident.html>

NEW QUESTION # 187

_____ is a role for agents who assists consumers with questions, issues, and problems. This user creates, views, and edits cases and works with consumers to resolve cases. Typically supports a specific set of products across one or more communication channels. An agent can belong to one or more agent groups.

Options are :

- A. Customer case manager [sn_customerservice.customer_case_manager]
- B. Agent manager [sn_customerservice_manager]
- C. Customer administrator [sn_customerservice.customer_admin]
- D. Agent [sn_customerservice_agent]
- E. Partner [sn_customerservice.partner]
- **F. Consumer Agent [sn_customerservice.consumer_agent]**

Answer: F

NEW QUESTION # 188

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

- A. Change Update to Close
- **B. Auto Assessment**
- **C. Update Case Entitlement**
- D. Apply Role by Customer

Answer: B,C

NEW QUESTION # 189

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