

Authorized ServiceNow CIS-CSM Exam Guide Materials With Interactive Test Engine & Well-Prepared New CIS-CSM Exam Experience



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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q260-Q265):

NEW QUESTION # 260

Which entity represents specific versions of products being sold to and supported for customers?

- A. Product Models
- B. Product Categories
- C. Sold Products
- D. Portfolio Products

Answer: A

NEW QUESTION # 261

Which combination of roles is restricted for security purposes?

- A. snc_internal and sn_customerservice.partner_admin
- B. snc_internal and sn_customerservice_agent
- C. snc_internal and sn_customerservice.consumer_agent
- D. snc_external and sn_customerservice_customer

Answer: A

NEW QUESTION # 262

What functionality is required to automatically close resolved cases if customers do not respond within a specified time?

- A. Auto Close Resolved Cases Scheduled Job
- B. Auto Close Resolved Cases Workflow
- C. Auto Close Resolved Cases Business Rule
- D. Auto Close Resolved Cases Flow Designer Flow

Answer: A

NEW QUESTION # 263

Which of the following are benefits of customer access management? (Choose two.)

- A. It defaults the responsibility for access management to the customer.
- B. It defaults the responsibility for access management to the customer service agent.
- C. It increases security by automatically granting access to cases based on access to sold product.
- D. It improves the customer experience by enabling related parties to track and collaborate on cases.

Answer: C,D

NEW QUESTION # 264

What is the equivalent of NOT selecting any group, when configuring multiple active configurations of OpenFrame?

- A. Selecting all the groups
- B. Misconfigured
- C. Missing configuration
- D. Selecting none of the groups

Answer: A

NEW QUESTION # 265

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