

Hot Valid CIS-CSM Study Notes | Pass-Sure ServiceNow CIS-CSM: ServiceNow Certified Implementation Specialist - Customer Service Management Exam 100% Pass



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ServiceNow CIS-CSM Exam Syllabus Topics:

Topic	Details
Topic 1	This section evaluates ServiceNow Consultants' capabilities in extending CSM beyond core case handling. It includes knowledge of CSM portal configuration, service catalog setup, SLAs, targeted communications, community engagement, and using performance analytics for reporting and insights.
Topic 2	CSM Portal, Knowledge Management, Service Catalog, Communities, and Performance Analytics
Topic 3	Customer Service Management System Setup and Configuration: This section assesses ServiceNow Consultants' configuration expertise in setting up the CSM application. It focuses on enabling ServiceNow CSM, defining routing and assignment rules, configuring case types and communication channels, and customizing CSM workspace behavior.
Topic 4	CSM Foundational Data Model: This section evaluates Configuration Specialists' understanding of core CSM data structures. It covers business models, product models, install base management, and contract entitlement handling, essential for underpinning ServiceNow CSM
Topic 5	Case Management: This part of the exam measures the operational proficiency of Configuration Specialists in managing case lifecycles. It examines knowledge of case states and flows, major issue handling, service definition and digest setup, CSM workspace tools, and the creation of case actions, tasks, and escalations.

To prepare for the ServiceNow CIS-CSM Exam, candidates can attend training courses offered by ServiceNow or study independently using online resources. It is also recommended that candidates have practical experience in implementing and

managing customer service management solutions using the ServiceNow platform.

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With the rapid market development, there are more and more companies and websites to sell CIS-CSM guide question for learners to help them prepare for exam, but many study materials have very low quality and low pass rate, this has resulting in many candidates failed the exam, some of them even loss confidence of their exam. You may be also one of them, you may still struggling to find a high quality and high pass rate CIS-CSM Test Question to prepare for your exam. Your search will end here, because our study materials must meet your requirements.

ServiceNow CIS-CSM: ServiceNow Certified Implementation Specialist - Customer Service Management is a certification exam that focuses on implementing and managing ServiceNow's Customer Service Management (CSM) application. CIS-CSM Exam is designed for professionals who have experience in implementing and configuring ServiceNow CSM and are looking to validate their skills and knowledge.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q111-Q116):

NEW QUESTION # 111

What do blue circles in the timeline of a case form represent?

- A. Customer comments
- B. Triggered SLAs
- C. State changes
- D. Activity updates

Answer: C

Explanation:

Reference:

customer-service-management/reference/r_CustomerServiceCaseTimeline.html

NEW QUESTION # 112

Which of the following are best practice with regard to data imports? (Choose two.)

- A. Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.
- B. When importing to multiple instances import to each instance separately.
- C. Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.
- D. Images embedded in Knowledge Articles should be uploaded separately

Answer: B,D

NEW QUESTION # 113

The CSM application has a feature that can be used to filter records in CSM-related tables which are accessible by users with CSM roles. This feature makes it unnecessary to create business logic for those persona access the data. What is this feature?

- A. Filtered Lists
- B. Data Policies
- C. Access Types
- D. CSM Query Rules

Answer: D

NEW QUESTION # 114

What are the conditions that matching rules are based on? (Choose two.)

- A. Agent resources best suited to work on a case
- B. Specific case attributes
- C. Filters set up in advanced work assignment
- D. Specific routing rules

Answer: A,B

Explanation:

Reference:

[customer-service-management/concept/c_CaseRouting.html](https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/c_CaseRouting.html)

NEW QUESTION # 115

Based on which out-of-box attributes can Special Handling Notes be applied to cases?

Choose 3 answers

- A. Account
- B. Service Contract
- C. Product Model
- D. Install Base Item
- E. Contact

Answer: A,C,E

Explanation:

https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html

NEW QUESTION # 116

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