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ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Exam is a certification exam that is designed to measure an individual's knowledge and skills in implementing the ServiceNow Customer Service Management solution. CIS-CSM exam focuses on various aspects of the ServiceNow platform including service management, customer service management, and service level management. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is intended for individuals who are responsible for implementing and configuring ServiceNow Customer Service Management solutions for their organizations.

The CIS-CSM Exam covers a range of topics related to ServiceNow's CSM application, including incident management, service level management, problem management, knowledge management, and customer service portal configuration. CIS-CSM exam consists of multiple-choice questions and is administered online through the ServiceNow certification portal. To pass the exam, candidates must demonstrate a thorough understanding of these topics and score a minimum of 70%. Earning the CIS-CSM certification can help professionals advance their careers and increase their earning potential by demonstrating their expertise in implementing and configuring ServiceNow's CSM application.

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The ServiceNow CIS-CSM exam covers various topics such as customer service management implementation, configuration, and management. It also covers topics related to service level agreements, service catalogs, and incident management. CIS-CSM Exam Questions are designed to test the candidate's understanding of ServiceNow customer service management and their ability to apply best practices and industry standards.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q42-Q47):

NEW QUESTION # 42

When are any changes to the platform considered a customization?

- A. If they are NOT applied through the usage of built-in tools on the Now Platform
- B. When there are business demands for custom functionality that is not offered out-of-the-box
- C. When they are solely implemented for a custom application
- D. When they require an implementation spread across all project phases

Answer: B

NEW QUESTION # 43

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

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

Answer: D

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 # 44

The Customer Support Portal default configuration provides the following channels to interact with customers? (Choose two.)

- A. Email
- B. Web
- C. Chat
- D. Social

Answer: A,B

Explanation:

Reference:

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

NEW QUESTION # 45

If the CSM Demo Data Plugin has been installed what are two options either of which will prepare that instance to be used as part of the release path to production? (Choose two.)

- A. Disable the Case Interceptor
- B. Remove the Demo Data via a HI Request
- C. Clone back to this instance from a valid instance
- D. Zboot the instance

Answer: B,C

Explanation:

<https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/use-consumer-service-portal.html>

What does Major issue Management use to identify all other customers impacted by a major case?

- Answer: A**

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