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The CIS-CSM certification exam is intended for professionals who are responsible for implementing ServiceNow's CSM module in their organization. CIS-CSM exam is also suitable for consultants and partners who provide implementation services to customers. By obtaining the CIS-CSM certification, professionals can demonstrate their expertise in the implementation of the CSM module, which can help them advance their careers and increase their value to their organizations. Additionally, the certification can help organizations identify skilled professionals who can help them improve their customer service processes using ServiceNow's CSM module.

The CIS-CSM certification is a vendor-agnostic certification, which means that it is recognized worldwide and not limited to any specific industry or organization. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification examination is rigorous and comprehensive, covering a wide range of topics such as CSM application design, configuration, and implementation planning.

ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Certification Exam is an assessment designed for professionals who specialize in ServiceNow and customer service management. CIS-CSM exam is intended to validate the knowledge, skills, and expertise of implementation specialists in this field. The ServiceNow CIS-CSM Certification Exam is geared towards IT professionals and project managers who are responsible for implementing customer service solutions on the ServiceNow platform.

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In the era of informational globalization, the world has witnessed climax of science and technology development, and has enjoyed the prosperity of various scientific blooms. In 21st century, every country had entered the period of talent competition, therefore, we must begin to extend our CIS-CSM personal skills, only by this can we become the pioneer among our competitors. At the same time, our competitors are trying to capture every opportunity and get a satisfying job. In this case, we need a professional CIS-CSM Certification, which will help us stand out of the crowd and knock out the door of great company.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10
Name a security benefit gained from using scoped applications:

- A. Prevents third party Integrations
- B. Limits the number of update sets that can be applied
- C. Limits accessibility to other applications in the Instance
- D. Prevents changes to tables without explicit permission from IT

Answer: C

NEW QUESTION # 11
Regarding Account Teams, what is the purpose of marking a role as 'unique'?

- A. Ensure there is a dedicated account manager for that account
- B. The role then becomes a parent responsibility
- C. The role then becomes a child responsibility
- D. Prevent the same role being used on different customer accounts

Answer: C

NEW QUESTION # 12
Which of the following roles cannot update a consumer's record?

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

Answer: B

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 # 13
What action is required to enable agents to create an incident record for a case?

- A. They must be assigned with the itil role
- B. They must be assigned with the snc_internal role
- C. They must be assigned with the read role for incident
- D. They must be assigned with the sn_customerservice.itsm_contributor role

Answer: B

NEW QUESTION # 14

What are some of the influencing factors that will help determine the type of customer support desk structure required? (Choose four.)

- A. Knowledge and skills required for agents
- B. Geographical location of customer
- C. Number and type of support tools available
- D. Number of agents required
- E. Number of customer service portals used
- F. Languages spoken by agents

Answer: A,C,D,F

NEW QUESTION # 15

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