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To advance your career, take the ServiceNow Certified Implementation Specialist - Customer Service Management Exam exam. Your ServiceNow demonstrates your commitment to lifelong learning. Passing the ServiceNow Certified Implementation Specialist - Customer Service Management Exam exam in one sitting is not a walk in the park. The ServiceNow CIS-CSM exam preparation process takes a lot of time and effort. You have to put time and money into passing the ServiceNow Certified Implementation Specialist - Customer Service Management Exam exam. The best method to reap the rewards of your investment in becoming an expert is by using ServiceNow CIS-CSM Exam Questions. Additionally, you can confidently study for the CIS-CSM exam. Passing an ServiceNow Certified Implementation Specialist - Customer Service Management Exam exam on the first attempt can be stressful, but ServiceNow CIS-CSM exam questions can help manage stress and allow you to perform at your best.

ServiceNow CIS-CSM Certification Exam is ideal for professionals who want to specialize in customer service management solutions. It validates a professional's knowledge in various aspects of customer service management, including setting up CSM applications, establishing customer service support systems, and providing solutions to manage customer requests throughout the entire lifecycle. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification exam also ensures that certified professionals are proficient in meeting customer demands, improving customer satisfaction, and boosting service quality.

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ServiceNow certified implementation specialist in customer service management plays a key role in ensuring that ServiceNow customers effectively manage and address their client requirements. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification provides IT professionals with the hands-on expertise required to implement cutting-edge solutions for businesses. With ServiceNow CSM certifications, professionals develop the ability to handle a vast range of customer service procedures, from traditional incident management to complex workflows.

ServiceNow CIS-CSM Certification Exam comprises 60 multiple-choice questions that need to be answered within 90 minutes. The questions are designed to evaluate the candidate's proficiency in customer service management, including defining the customer service management process, setting up case and knowledge management, managing service level agreements (SLAs), and improving customer experience by implementing service portals. CIS-CSM exam assesses candidates on their practical knowledge in configuring and implementing CSM modules, and their ability to generate reports to measure service performance.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q31-Q36):

NEW QUESTION # 31
When integrating Customer Service Management with IT Service management what separate action is required for Request Management?

- **A. Activation of the Customer Service with Request Management plugin (com.sn_cs_sm_request)**
- B. Activation of the Customer Service Case Action Status plugin (com.snc.csm_action_status)
- C. Activation of the Customer Service with Service Management plugin (com.sn_cs_sm)
- D. Activation of the Customer Service plugin (com.sn_customerservice)

Answer: A

NEW QUESTION # 32
What are the different resource matching methods on the Matching Rule form?
Choose 3 answers

- **A. Selection Criteria**
- B. History
- **C. Simple**
- **D. Scripted**
- E. Skill

Answer: A,C,D

NEW QUESTION # 33
Which predefined conversations are available for Customer Service Virtual Agent? (Choose two.)

- A. Get Help with an Asset
- B. Close Case
- **C. Get Help with an Order**
- D. Create Contact
- **E. Check Case Status**

Answer: C,E

Explanation:
https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/csm-virtual-agent-chatbot.html

NEW QUESTION # 34
Once a major case candidate is approved a major case is created. What then happens to the customer case?

- A. The customer case will automatically be related to a problem
- B. The customer case becomes a child case of the major case
- **C. The customer case becomes the parent case of the major case**
- D. The customer case will be automatically closed

Answer: C

NEW QUESTION # 35
What are the Forum User Types? (Choose three.)

- **A. Moderator**
- B. Admin

- C. Custom
- D. Registered
- E. Public

Answer: A,D,E

Explanation:
Explanation

NEW QUESTION # 36
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