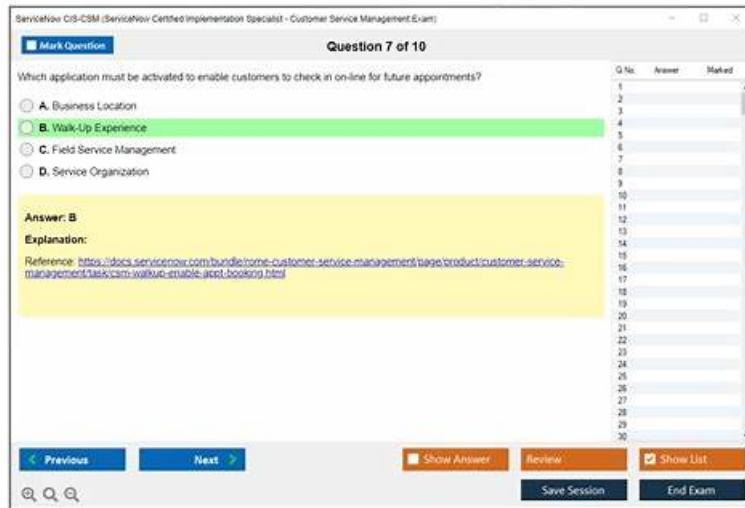


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ServiceNow Certified Implementation Specialist - Customer Service Management exam is an advanced-level certification designed for professionals who already have a good understanding of the ServiceNow platform. CIS-CSM exam assesses the candidate's ability to implement and configure the CSM application in a real-world scenario. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification also validates the candidate's ability to manage and maintain the CSM application once it is deployed.

ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) Exam is a certification exam that validates the skills and knowledge of individuals who implement and manage ServiceNow's Customer Service Management (CSM) application. CIS-CSM Exam Tests candidates on their ability to configure, customize, and manage the CSM application, as well as their understanding of key concepts such as case management, entitlements, and service level agreements (SLAs). ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is aimed at professionals who work in customer service or IT service management roles and who want to demonstrate their expertise in using ServiceNow's CSM application to improve customer satisfaction and service delivery.

## ServiceNow Certified Implementation Specialist - Customer Service

## Management Exam Sample Questions (Q218-Q223):

### NEW QUESTION # 218

Out-of-the-box, cases are automatically closed after how many days?

- A. 10 days
- B. Cases are not automatically closed by default
- C. 5 days
- D. 3 days

**Answer: B**

### NEW QUESTION # 219

ACME corporation wants to use ServiceNow CSM for supporting their customers through Twitter. What CSM entity would you recommend ACME to store the customer's Twitter profile details?

- A. Account
- B. Personnel File
- C. Social Profile
- D. Not supported
- E. Consumer

**Answer: C**

### NEW QUESTION # 220

What are the three out-of-the-box playbooks for CSM?

Choose 3 answers

- A. Case Playbook for product Support
- B. Case playbook for Onboarding
- C. Case playbook for Accounts
- D. Case playbook for Billing
- E. Case playbook for Complaints

**Answer: A,B,E**

Explanation:

<https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/customer-service-case-playbooks.html>

### NEW QUESTION # 221

After installing the Performance Analytics Content Pack for Customer Service, which job must be run to retrieve daily case data from previous months?

- A. Customer Service Initial Data Collection
- B. Customer Service Daily Data Collection
- C. Customer Service Historic Data Collection
- D. Customer Service Case Data Collection

**Answer: C**

### NEW QUESTION # 222

What is required to enable the Follow the sun field on the Customer Service Case form?

- A. The value property on the form must be set to true
- B. The plugin 'com.snc.csm\_time\_recording' needs to be activated

- C. Nothing, it is a standard field
- D. The value property on the form must be set to true and the field added to the case form

**Answer: A**

## NEW QUESTION # 223

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