

ServiceNow - CIS-CSM - ServiceNow Certified Implementation Specialist - Customer Service Management Exam Latest Practice Mock



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ServiceNow CIS-CSM certification exam is a rigorous assessment of an individual's knowledge and skills in various aspects of ServiceNow CSM platform implementation, such as configuring workflows, creating service catalogs, managing customer service cases, and implementing customer satisfaction surveys. CIS-CSM exam is designed to measure an individual's ability to successfully implement ServiceNow CSM solutions in a real-world setting.

ServiceNow's customer service management solutions are designed to help organizations improve their customer service experience by providing a single platform to manage all customer interactions. The CIS-CSM Certification Exam is designed to ensure that individuals who implement and manage these solutions have the necessary skills and knowledge to deliver high-quality customer service experiences.

Understanding functional and technical aspects of ServiceNow Certified CIS CSM

The following will be asked from you in the **SERVICENOW CIS-CSM exam dumps**:

- Value proposition
- Key Performance Indicators and Benchmarks
- Selection of appropriate features and functions to meet business requirements

>> CIS-CSM Practice Mock <<

Formal CIS-CSM Test - CIS-CSM Free Practice

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ServiceNow Certified Implementation Specialist - Customer Service

Management Exam Sample Questions (Q102-Q107):

NEW QUESTION # 102

Information about a customer's service contract is found in Knowledge.

- A. False
- B. True

Answer: A

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_ContractsAndEntitlements.html

NEW QUESTION # 103

Service-aware Install Base consists of which entities? (Choose three.)

- A. Install Base Items
- B. Assets
- C. Installed Products
- D. Sold Products
- E. Configuration Items

Answer: A,C,D

NEW QUESTION # 104

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

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

Answer: A,D

NEW QUESTION # 105

Depending on the CSM application configurations, cases can be assigned to agents manually or by using auto-assignment. Which routing and assignment features leverage matching rules? (Choose two.)

- A. CSM Workspace
- B. Assignment Rules
- C. Assignment Workbench
- D. State Flows

Answer: B,C

NEW QUESTION # 106

Which entities combined together make up the Service-aware Install Base?

Choose 3 answers

- A. Install Base Items
- B. Configuration Items
- C. MI Assets
- D. Sold Products

