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ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Exam is a certification exam that confirms the competency of the professionals in the field of customer service management. ServiceNow is a cloud-based software company that provides IT service management, IT operations management, and IT business management solutions. ServiceNow's Customer Service Management (CSM) solution is a powerful tool that helps organizations to manage customer inquiries, requests, and issues efficiently. The CIS-CSM Exam is designed to assess the knowledge and skills of the candidates in implementing ServiceNow CSM solutions.

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q225-Q230):

NEW QUESTION # 225

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

Choose 3 answers

- A. Case playbook for Complaints

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

Answer: A,B,D

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 # 226

Entitlements specify the level of service provided to customers.

- A. True
- B. False

Answer: A

NEW QUESTION # 227

What determines how an escalation request is processed?

- A. Escalation Justification
- B. Escalation Rule
- C. Escalation Template
- D. Escalation Severity

Answer: C

NEW QUESTION # 228

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

- A. Change Update to Close
- B. Apply Role by Customer
- C. Update Case Entitlement
- D. Auto Assessment

Answer: C,D

Explanation:

Source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

NEW QUESTION # 229

Customer Service Trending Topics is a capability that enables companies to use Predictive Intelligence to quickly pinpoint factors driving up case volume and act to mitigate them. Which of the following would be a benefit of using Predictive Intelligence Customer Service Trending Topics?

- A. A guaranteed reduction in call volume per month
- B. Create root cause solutions for similar cases
- C. Eliminate the need for more traditional performance analytics
- D. Auto-generate clusters of cases that point to similar underlying issues

Answer: D

Explanation:

<https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/156>

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