

Test CIS-CSM Sample Online, Practical CIS-CSM Information

ServiceNow CIS-CSM Exam Summary:	
Vendor	ServiceNow
Exam Code	CIS-CSM
Full Exam Name	ServiceNow Certified Implementation Specialist - Customer Service Management
Number of Questions	60
Sample Questions	ServiceNow CIS-Customer Service Management Exam Sample Questions and Answers
Practice Exam	ServiceNow CIS-CSM Practice Test
Time Limit	130 Minutes
Exam Fee	USD \$450

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The CIS-CSM Exam covers a wide range of topics related to ServiceNow CSM, including customer service management fundamentals, service catalog management, incident management, problem management, change management, and service level management. CIS-CSM exam also assesses the examinee's knowledge of the ServiceNow CSM platform's capabilities, features, and best practices. To prepare for the exam, professionals can take advantage of ServiceNow's training programs, study guides, and practice exams.

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Practical CIS-CSM Information, CIS-CSM Training Tools

The CIS-CSM test materials are mainly through three learning modes, Pdf, Online and software respectively. Among them, the software model is designed for computer users, can let users through the use of Windows interface to open the CIS-CSM test prep of learning. It is convenient for the user to read. The CIS-CSM test materials have a biggest advantage that is different from some online learning platform, the CIS-CSM quiz torrent can meet the client to log in to learn more, at the same time, and people can use the machine online of CIS-CSM test prep on all kinds of electronic devices.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q23-Q28):

NEW QUESTION # 23

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer. CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

- A. The CMDB only tracks CIs, assets cannot be CIs
- B. While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs
- C. The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
- D. The CMDB tracks all assets as configuration items (CIs)

Answer: B

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/hardware-asset-management/concept/work-with-asset-ci.html>

NEW QUESTION # 24

What can a person assigned with the customer role access on the customer service portal by default? (Choose three.)

- **A. Assets**
- B. Social profiles
- **C. Sold products**
- D. Related parties
- **E. Cases**

Answer: A,C,E

NEW QUESTION # 25

What is KCS (Knowledge Centered Services)?

- **A. A documented methodology to provide a set of best practices for creating and maintaining knowledge Most Voted**
- B. A dashboard with specific visualization of the different knowledge bases and categories
- C. An application that helps agents and managers to create cases from Knowledge articles
- D. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management

Answer: A

Explanation:

[https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/concept/knowledge-centred-configuration.html#:~:text=Knowledge%2DCentered%20Service%20\(KCS\),KCS%20\(V6\)%20verified%20product.](https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/concept/knowledge-centred-configuration.html#:~:text=Knowledge%2DCentered%20Service%20(KCS),KCS%20(V6)%20verified%20product.)

NEW QUESTION # 26

What are the characteristics of Knowledge Categories?

- **A. Shareable across KBs: No ; Multi-Level: Yes**
- B. Shareable across KBs: Yes ; Multi-Level: Yes
- C. Shareable across KBs: No ; Multi-Level: No
- D. Shareable across KBs: Yes ; Multi-Level: No

Answer: A

NEW QUESTION # 27

Entitlements specify the level of service provided to customers.

- A. False
- **B. True**

Answer: B

Explanation:

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

NEW QUESTION # 28

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