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ServiceNow CIS-CSM (Certified Implementation Specialist - Customer Service Management) certification exam is designed to validate the skills and knowledge of professionals who specialize in managing customer service operations using the ServiceNow platform. CIS-CSM exam covers a wide range of topics, including service management, customer service, and IT service management. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is ideal for professionals who want to demonstrate their expertise in ServiceNow customer service management and gain recognition as a specialist in the field.

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q106-Q111):

NEW QUESTION # 106

Predictive Intelligence improves triage quality by eliminating the guesswork. Predictive Intelligence supports which of the following decisions? (Choose two.)

- A. Case Prioritization
- B. Case Categorization
- C. Case State
- D. Case Escalation

Answer: A,B

NEW QUESTION # 107

During which Now Create stage are workshops conducted?

- A. Plan
- B. Close
- C. Execute
- D. Initiate
- E. Deliver

Answer: A

NEW QUESTION # 108

Which are the key self-service functions of the Customer Support Portal? (Choose three.)

- A. Knowledge Base
- B. Open An Incident
- C. Service Catalog
- D. Community

Answer: A,C,D

Explanation:

Explanation

NEW QUESTION # 109

Match the definitions for roles relationships.

Answer Area

A customer account, a partner account, or both.	▼ Partner Account Contact Consumer
A supported external customer that, sells and supports one or more customers.	▼ Partner Account Contact Consumer
A member of an account.	▼ Partner Account Contact Consumer
A person who purchases goods and services for personal use.	▼ Partner Account Contact Consumer

Answer:

Explanation:

Answer Area

A customer account, a partner account, or both.	▼ Partner Account Contact Consumer
A supported external customer that, sells and supports one or more customers.	▼ Partner Account Contact Consumer
A member of an account.	▼ Partner Account Contact Consumer
A person who purchases goods and services for personal use.	▼ Partner Account Contact Consumer

NEW QUESTION # 110

Matching rules enhance assignment capability by _____.

- A. Matching best agent by availability
- **B. Matching best agent by skill**
- C. Providing dynamic matching of cases to groups or individuals
- D. Determining if account is a customer or partner

Answer: B

Explanation:

Reference:

customer-service-management/concept/c_CaseRouting.html

NEW QUESTION # 111

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