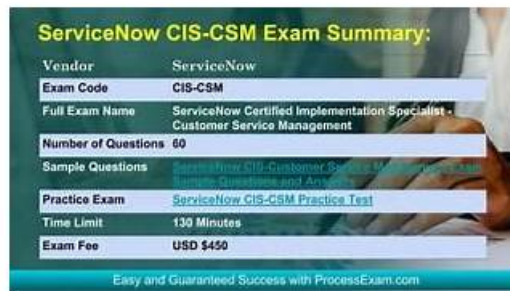


# Valid Test ServiceNow CIS-CSM Fee | Exam CIS-CSM Revision Plan

A graphic titled "ServiceNow CIS-CSM Exam Summary:" with a background image of a person's hands. It contains a table with exam details.

Vendor	ServiceNow
Exam Code	CIS-CSM
Full Exam Name	ServiceNow Certified Implementation Specialist - Customer Service Management
Number of Questions	60
Sample Questions	<a href="#">ServiceNow CIS-CSM Customer Service Management Sample Questions and Answers</a>
Practice Exam	<a href="#">ServiceNow CIS-CSM Practice Test</a>
Time Limit	130 Minutes
Exam Fee	USD \$450

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## ServiceNow Certified Implementation Specialist - Customer Service

## Management Exam Sample Questions (Q59-Q64):

### NEW QUESTION # 59

Matching rules enhance assignment capability by \_\_\_\_\_.

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

**Answer: A**

### NEW QUESTION # 60

Which of the following is correct regarding the social media channel?

- A. Cases are created automatically from all of the social channels
- B. Cases are NOT created automatically from any of the social channels
- C. Cases cannot be created from any of the social channels
- D. Cases can be created automatically depending on which social channel is used

**Answer: D**

### NEW QUESTION # 61

The available case types are: (Choose two.)

- A. Product
- B. Product Support
- C. Order
- D. Support

**Answer: A,C**

Explanation:

Reference:

[customer-service-management/concept/manage-csm-case-types.html](http://customer-service-management/concept/manage-csm-case-types.html)

### NEW QUESTION # 62

Match the business rule to its function in the Self-Service Portal.

Hot Area:

The screenshot shows a 'Hot Area' matching exercise in the ServiceNow Self-Service Portal. It consists of a list of functions on the left and a list of business rules on the right. The functions are:

- After registration request submittal, shows info message to user
- Shows message to remind users to enter a correct registration code
- Validates registration code and assigns account based on the registration code
- Checks if the registration is valid based on the user's email address

The business rules are:

- Display rule
- Display request message
- validate\_registration
- Update account based on reg code

The matching exercise is presented in a table format with dropdown menus for each function to select a business rule.

**Answer:**

Explanation:

**Answer Area**

After registration request submittal, shows info message to user

Shows message to remind users to enter a correct registration code

Validates registration code and assigns account based on the registration code

Checks if the registration is valid based on the user's email address

Display rule  
Display request message  
validate\_registration  
Update account based on reg code

Display rule  
Display request message  
validate\_registration  
Update account based on reg code

Display rule  
Display request message  
validate\_registration  
Update account based on reg code

Display rule  
Display request message  
validate\_registration  
Update account based on reg code

Explanation

After registration request submittal, shows info message to user

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Shows message to remind users to enter a correct registration code

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Validates registration code and assigns account based on the registration code

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Checks if the registration is valid based on the user's email address

▼
Display rule
Display request message
validate_registration
Update account based on reg code

Explanation

### NEW QUESTION # 63

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

Answer: C

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