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The ServiceNow CIS-CSM exam covers a range of topics related to customer service management, including case management, service level agreements, customer service portals, and reporting and analytics. Candidates are expected to have a deep understanding of the ServiceNow platform and how it can be configured to meet the specific requirements of their organization.

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New Release CIS-CSM Questions - ServiceNow CIS-CSM Exam Dumps

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q194-Q199):

NEW QUESTION # 194

What is a supported external customer that, in turn, sells to and supports one or more customers?

- A. Account
- B. Partner

- C. Consumer
- D. Contact

Answer: B

NEW QUESTION # 195

What is a case?

- A. An individual record that handles and routes issues for internal users
- B. An individual record that handles and resolves incidents for external customers
- C. An Individual record that Is used to identity and create automation opportunities
- D. An individual record that is used to identify and resolve a question or issue for an external customer

Answer: D

Explanation:

<https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/csm-cases-case-tasks-overview.html#:~:text=Customer%20service%20cases%20store%20information,work%20necessary%20to%20resolve%20cases.>

NEW QUESTION # 196

From a service provider's perspective, is the following a product or an asset?
A cable modem model that the service provider sells.

- A. Asset
- B. Product

Answer: B

Explanation:

Reference:

customer-service-management/concept/c_ContractsAndEntitlements.html

NEW QUESTION # 197

When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed?
Choose 2 answers

- A. In the NLU Settings configure the Intent confidence threshold
- B. In the NLU Settings configure the Entity confidence threshold
- C. Enable NLU in Virtual Agent
- D. Choose the NLU service provider

Answer: C,D

NEW QUESTION # 198

External customers can view the problem, change, and request records associated with their customer service cases from the Customer and Consumer Service Portals. What can they approve in relation to cases via the portals?

- A. Request Records and Escalations
- B. Problem Records and Escalations
- C. Problem Records and Incident Records
- D. Change Records and Request Records

Answer: D

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- [illegible]