All-in-One Exam Guide CIS-CSM Prep Guide
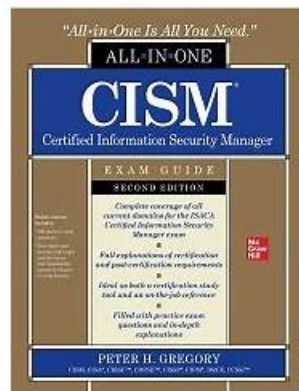
You know, your time is very precious in this fast-paced society. If you only rely on one person's strength, it is difficult for you to gain an advantage. Our CIS-CSM learning questions will be your most satisfied assistant. On one hand, our CIS-CSM exam braindumps contain the most important keypoints about the subject which are collected by our professional experts who have been devoting in this career for years. On the other hand, we always keep updating our CIS-CSM Study Guide to the latest.

Obtaining the ServiceNow CIS-CSM Certification is a valuable achievement for professionals in the IT industry. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification demonstrates an individual's expertise in customer service management practices and their ability to implement and manage ServiceNow's customer service management solution. Certified individuals can expect to have increased job opportunities and higher salaries, as well as the ability to contribute more effectively to their organization's customer service management initiatives.

ServiceNow Certified Implementation Specialist - Customer Service Management exam is an advanced-level certification designed for professionals who already have a good understanding of the ServiceNow platform. CIS-CSM exam assesses the candidate's ability to implement and configure the CSM application in a real-world scenario. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification also validates the candidate's ability to manage and maintain the CSM application once it is deployed.

The CIS-CSM Certification Exam is designed to validate the skills and knowledge of professionals who work with the ServiceNow

CSM platform. CIS-CSM exam is intended for individuals who are involved in the implementation, administration, and management of ServiceNow CSM in their organization. By passing the CIS-CSM exam, professionals can demonstrate their expertise in configuring the ServiceNow CSM platform, managing customer service workflows, and delivering an exceptional customer experience.

>> Test CIS-CSM Pattern <<

Reliable CIS-CSM Exam Blueprint - Free CIS-CSM Updates

Our website offer you the latest CIS-CSM dumps torrent in pdf version and test engine version, which selected according to your study habit. You can print our CIS-CSM practice questions out and share the materials with your classmates and friends. The test engine version is a way of exam simulation that helps you get used to the atmosphere of CIS-CSM Real Exam and solve the problems with great confidence.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q130-Q135):

NEW QUESTION # 130
Which of the following is a required field in the Resolution Information tad in order to close a case?

- A. Cause
- B. Closed by
- C. Closed
- D. Resolution notes

Answer: D

NEW QUESTION # 131
The available case types are: (Choose two.)

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

Answer: A,B

Explanation:
Reference:
customer-service-management/concept/manage-csm-case-types.html

NEW QUESTION # 132
What action can be performed by a Partner Admin (sn_customerservice.partner_admin) and NOT by a Partner (sn_customerservice partner) in the Customer Service Portal?

- A. Can view assets belonging to their partner accounts
- B. Can create, view, and edit cases for their partner accounts
- C. Can create and update contacts for their partner accounts
- D. Can resolve cases reported by their partner accounts

Answer: A

NEW QUESTION # 133
The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which role is responsible for creating the unique registration code for each account?

- A. Service organization administrator (sn_customerservice.service_organization_admin)
- B. Customer admin (sn_customerservice.customer_admin)
- C. System administrator (admin)
- D. Customer Service Manager (sn_customerservice_manager)

Answer: C

NEW QUESTION # 134

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- A. Define Work Item Queues (Where to route)
- B. Set the Agent Experience (What agents see in their Workspace inbox)
- C. Define Assignment Rules (How to assign work items)
- D. Configure Service Channels (What to route)

Answer: A

NEW QUESTION # 135

......

Thousands of CIS-CSM certification holders provide helpful input to Exams-boost. It helps us to keep our CIS-CSM exam dumps preparation material polished, updated, and error-free. To achieve its mission, Exams-boost offers a free demo of the ServiceNow CIS-CSM exam questions. This free trial enables customers to evaluate the quality of the ServiceNow CIS-CSM Dumps before making a purchase. You will also receive up to 1 year of free ServiceNow CIS-CSM exam question updates. Exams-boost guarantees that nothing will prevent you from clearing the CIS-CSM exam on your first attempt if you diligently study from our updated CIS-CSM exam questions.

Reliable CIS-CSM Exam Blueprint: https://www.exams-boost.com/CIS-CSM-valid-materials.html

DOWNLOAD the newest Exams-boost CIS-CSM PDF dumps from Cloud Storage for free: https://drive.google.com/open?id=1xvWhhdY4d1NOTnxBOJ60kSyxjM2-r38m