

# CIS-CSM Cert - Exam CIS-CSM Questions Answers



## ServiceNow CIS-CSM Certified Implementation Specialist - Customer Service Management

Questions&AnswersPDF

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ServiceNow CIS-CSM exam is a valuable certification for professionals who want to validate their expertise in implementing and configuring the ServiceNow Customer Service Management application. CIS-CSM exam covers a wide range of topics and provides a competitive edge to the candidate in the job market. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is recognized globally by ServiceNow customers and partners and helps to enhance the candidate's career prospects.

To prepare for the ServiceNow CIS-CSM Exam, candidates can attend training courses offered by ServiceNow or study independently using online resources. It is also recommended that candidates have practical experience in implementing and managing customer service management solutions using the ServiceNow platform.

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## ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q187-Q192):

### NEW QUESTION # 187

The CSM application has a feature that can be used to filter records in CSM-related tables which are accessible by users with CSM roles. This feature makes it unnecessary to create business logic for those persona access the data. What is this feature?

- A. Filtered Lists
- **B. CSM Query Rules**
- C. Data Policies
- D. Access Types

**Answer: B**

### NEW QUESTION # 188

Which of the following statements is correct with regards to partners vs. third-parties in ServiceNow's CSM application? Choose 2 answers

- A. A partner does not own the relationship with a customer. This relationship is owned by the organization they are partnering.
- **B. A partner is an organization that has been contracted to sell products and services they have actually purchased from another organization.**
- C. A partner and a third party are the same in ServiceNow's CSM application.
- D. A partner will own the relationship with their customer
- **E. A partner does not own any of the products or services provided by their partnering organization, instead they help to sell, deliver, and support them on their behalf.**

**Answer: B,E**

### NEW QUESTION # 189

What action to be taken if the product has no configurable attributes?

- **A. Store it in the baseline Install Base Item table**
- B. Optimize data in the Install base Item table
- C. Group into existing extended Install Base Item table
- D. Create new child table for Install Base Item

**Answer: A**

### NEW QUESTION # 190

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

**Answer: B,D**

### NEW QUESTION # 191

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

Hot Area:

Answer Area

servicenow

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 |

Answer:

Explanation:

Answer Area

servicenow

After registration request submittal, shows info message to user

|                                  |
|----------------------------------|
| ▼                                |
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| Display request message          |
| validate_registration            |
| Update account based on reg code |

Reference:

[https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-servicemanagement/reference/r\\_BRIWCustomerService.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-servicemanagement/reference/r_BRIWCustomerService.html)

### NEW QUESTION # 192

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