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ServiceNow CIS-CSM Certified Implementation Specialist - Customer Service Management

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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

Display rule
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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

Reference:

https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-servicemanagement/reference/r_BRIWCUSTOMERService.html

NEW QUESTION # 192

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