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ServiceNow CIS-CSM Certification Exam is ideal for professionals who want to specialize in customer service management solutions. It validates a professional's knowledge in various aspects of customer service management, including setting up CSM applications, establishing customer service support systems, and providing solutions to manage customer requests throughout the entire lifecycle. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification exam also ensures that certified professionals are proficient in meeting customer demands, improving customer satisfaction, and boosting service quality.

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q73-Q78):

NEW QUESTION # 73

Information in the Case Field 'Contact' is copied to which Incident Field?

- A. Contact
- B. Customer
- C. User
- **D. Caller**

Answer: D

NEW QUESTION # 74

Agents and managers cannot create knowledge articles from Community questions.

- A. True
- **B. False**

Answer: B

Explanation:

Explanation

The ownership group for this knowledge article. An ownership group consists of a group of members and a manager who are responsible for approvals, ensuring article quality, and feedback tasks. Ownership groups can publish, edit, and retire knowledge articles that they are associated with.

NEW QUESTION # 75

Which services does a Customer (sn_customerservice.customer) have access to? (Choose two.)

- **A. Can view assets belonging to their account**
- B. Can edit information or roles for existing contacts
- C. Can assign the roles to other contacts in the same account
- **D. Can research questions issues, or problems, and create view and edit cases for only their own accounts**

Answer: A,D

NEW QUESTION # 76

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- **A. B2C**
- B. B2B

Answer: A

NEW QUESTION # 77

Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

- A. Open an incident
- **B. Consumer self-registration**

