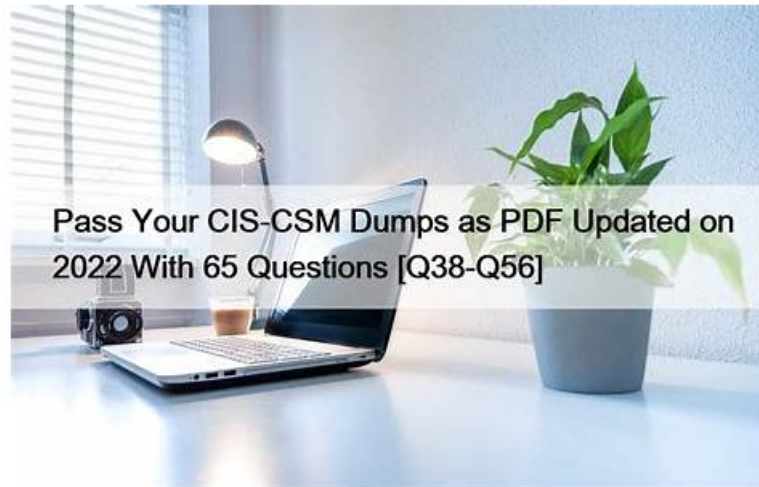# Upgrade CIS-CSM Dumps & CIS-CSM Reliable Dumps Files

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q88-Q93):

NEW QUESTION # 88
Contextual Search framework is used for providing Knowledge search results in which of these scenarios?

- A. Entering question in portal only
- B. Record Producer only
- C. Both portal question entry and Record Producer
- D. None of the above

Answer: C

NEW QUESTION # 89

Which role must B2B and B2C customers obtain, at a MINIMUM, to have access to a ServiceNow instance?

- A. Case Creator (sn_customer service, case creator)
- B. Cusiomer(sn_customerservice.customer)
- C. External (snc_external)
- D. Account Contact (sn_cusiometservice.accouni_contactf

Answer: C

Explanation:
https://vceguide.com/which-role-must-b2b-and-b2c-customers-obtain-at-a-minimum-to-access-to-a-servicenow-instance/

NEW QUESTION # 90

Which of the following is correct regarding the social med a channel?

- A. Cases are NOT created automatically from any of the social channels
- B. Cases cannot be created from any of the social channels
- C. Cases are created automatically from all of the social channels
- D. Cases can be created automatically depending on which social channel is used

Answer: D

NEW QUESTION # 91

Which of the following statements is correct regarding product models in CSM?

- A. Products models can only contain digital (logical) items
- B. Product models can only contain physical items
- C. Product models can contain either physical items or digital (logical) items but not both in the same model
- D. Product models can contain both physical items and digital (logical) items in the same mode

Answer: D

NEW QUESTION # 92

What feature does the Product Model and Catalog Items Relationship plugin enable?

- A. Customer service managers can track the financial cost of customer's subscribed services and the related requests
- B. Agents are automatically proposed catalog items related to the chosen product on the case form
- C. It provides a contextual service catalog based on the customer's subscribed services Most Voted
- D. Consumers can track what products they have purchased via the catalog

Answer: C

NEW QUESTION # 93

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