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ServiceNow CIS-CSM (Certified Implementation Specialist - Customer Service Management) certification exam is designed to validate the skills and knowledge of professionals who specialize in managing customer service operations using the ServiceNow platform. CIS-CSM exam covers a wide range of topics, including service management, customer service, and IT service management. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is ideal for professionals who want to demonstrate their expertise in ServiceNow customer service management and gain recognition as a specialist in the field.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q223-Q228):

NEW QUESTION # 223
What are the three main components that make up Proactive Customer Service Operations?
Choose 3 answers

- A. Service-Aware CMDB
- B. Service Reporting
- C. Proactive Prevention
- D. proactive Case
- E. Service-Aware Install Base
- F. Service Monitoring

Answer: B,D,E

NEW QUESTION # 224
Agents and managers cannot create knowledge articles from Community questions.

- A. True
- B. False

Answer: B

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.
Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge- management/task/create-knowledge-article.html

NEW QUESTION # 225
What are features of Customer Service Management? (Choose four.)

- A. Real-time SLAs
- B. Service Prospecting
- C. Service Contracts
- D. Skills-based routing
- E. Demand Management
- F. Service Entitlements
- G. Timed Audits

Answer: A,D,E,F

NEW QUESTION # 226
The Customer Support Portal default configuration provides the following channels to interact with customers?
(Choose two.)

- A. Chat
- B. Email
- C. Social
- D. Web

Answer: A,B

NEW QUESTION # 227
From a security perspective, scoping brings several benefits: (Choose two.)

- A. The scope holds the records and acts as a container for the desired Customer Service Management Applications
- B. Improves instance security by limiting accessibility to other applications on the instance
- C. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- D. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals

Answer: A,D

NEW QUESTION # 228

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