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ServiceNow CSM CIS Exam 2022 All Possible Questions and Answers

Which of the following are channels?

- o A. Contacts
- o B. Web
- o C. Chat
- o D. Article - Answer: B, C - Web & Chat

What is required to enable the Follow the sun field on the Customer Service Case form?

- o A. Nothing, it is a standard field
- o B. The value property on the form must be set to true
- o C. The plugin 'com.snc.csm_time_recording' needs to be activated
- o D. The value property on the form must be set to true and the field added to the case form - Answer: D - The value property on the form must be set to true and the field added to the case form

https://docs.servicenow.com/bundle/paris-customer-service-management/page/product/customer-service-management/task/t_CreateACaseFromCustServApp.html

How many outbound email accounts are supported? - Answer: One

https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/notification/concept/c_EmailAccounts.html

How many open frame configurations can you have? - Answer: Unlimited

https://docs.servicenow.com/bundle/paris-customer-service-management/page/product/customer-service-management/concept/c_OpenFrameOverview.html

What should be emphasized when designing solutions? (Choose three.)

- o A. Minimize customizations
 - o B. Focus Out-of-the-box functionality
 - o C. Design for Scalability
 - o D. Mobile friendly functionality - Answer: A, B, C
- Minimize customizations
Focus Out-of-the-box functionality
Design for Scalability

What do blue circles in the timeline of a case form represent?

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ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Exam is a certification exam that is designed to measure an individual's knowledge and skills in implementing the ServiceNow Customer Service Management solution. CIS-CSM exam focuses on various aspects of the ServiceNow platform including service management, customer service management, and service level management. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is intended for individuals who are responsible for implementing and configuring ServiceNow Customer Service Management solutions for their organizations.

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ServiceNow CIS-CSM certification exam covers a range of topics related to the CSM module, including service level agreements, case management, knowledge management, customer service analytics, and the integration of CSM with other ServiceNow modules. Candidates who pass the exam demonstrate their ability to configure and customize the CSM module to meet the specific needs of their organization. They also understand how to leverage the platform's capabilities to drive customer satisfaction and improve service delivery.

ServiceNow CIS-CSM Exam is a comprehensive exam that requires extensive preparation and study. CIS-CSM exam consists of 60 multiple-choice questions, and candidates have 90 minutes to complete it. The passing score for the exam is 70%, and candidates can retake the exam if they fail to pass it on the first attempt.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10

Which data model should be employed to track a household where a group of consumers share a common address?

- **A. Consumer with Customer Access Management**
- B. Household with Consumer
- C. Consumer with Organizational
- D. Household with Customer Access Management

Answer: A

NEW QUESTION # 11

Which of the following are true regarding the Community Portal application? (Choose two.)

- **A. It is available to any customer with a Community license**
- B. It is available by default with the Support and Service portals
- C. Most of the configuration does not require System Administrator role
- **D. It is only available to CSM license holders**

Answer: A,D

Explanation:

- Licensed for the Customer Service Management application & licensed for HR Service Delivery, so c. is wrong, which makes a. a logical choice - "The roles required to define requirements and set up forums include sn_communities.admin or sn_communities.forum_admin." (d.) Source: - <https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate-communities.html> (licensing) - https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/reference/r_setup-communities-admin.html

NEW QUESTION # 12

What are the types of matching criteria for Customer Service? (Choose four.)

- A. Distance
- **B. Last Assigned Most Voted**
- C. Partner Hours
- **D. Assigned Cases Most Voted**
- **E. Matching Skills Most Voted**
- **F. Availability Today Most Voted**
- G. Certifications

Answer: B,D,E,F

NEW QUESTION # 13

What are the Forum User Types? (Choose three.)

- A. Custom
- B. Moderator
- C. Public
- D. Registered
- E. Admin

Answer: B,C,D

Explanation:

Explanation

NEW QUESTION # 14

What determines how an escalation request is processed?

- A. Escalation Rule
- B. Escalation Justification
- C. Escalation Severity
- **D. Escalation Template**

Answer: D

NEW QUESTION # 15

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