

# High CIS-CSM Passing Score - Reasonable CIS-CSM Exam Price

| ServiceNow CIS-CSM Exam Summary: |  |
|----------------------------------|--|
| Vendor                           | ServiceNow   |
| Exam Code                        | CIS-CSM  |
| Full Exam Name                   | ServiceNow Certified Implementation Specialist - Customer Service Management   |
| Number of Questions              | 60   |
| Sample Questions                 | <a href="#">ServiceNow CIS-Customer Service Management Exam Sample Questions and Answers</a>                         |
| Practice Exam                    | <a href="#">ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) Practice Test</a> |
| Passing Score                    | Pass / Fail  |
| Time Limit                       | 130 Minutes  |
| Exam Fee                         | USD \$450  |

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The CIS-CSM Certification is a vendor-agnostic certification, which means that it is recognized worldwide and not limited to any specific industry or organization. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification examination is rigorous and comprehensive, covering a wide range of topics such as CSM application design, configuration, and implementation planning.

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The ServiceNow CIS-CSM exam covers various topics such as customer service management implementation, configuration, and management. It also covers topics related to service level agreements, service catalogs, and incident management. CIS-CSM Exam Questions are designed to test the candidate's understanding of ServiceNow customer service management and their ability to apply best practices and industry standards.

## ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q140-Q145):

### NEW QUESTION # 140

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

- A. True
- B. False

**Answer: A**

### NEW QUESTION # 141

What can a person assigned with the customer role access on the customer service portal by default? (Choose three.)

- A. Social profiles
- B. Assets
- C. Sold products
- D. Cases
- E. Related parties

**Answer: B,C,D**

#### **NEW QUESTION # 142**

By default what can customers with the customer (sn\_customerservice.customer) role see on the customer service portal? (Choose three.)

- A. Products Most Voted
- B. Contacts
- C. Contracts
- D. Assets Most Voted
- E. Publications Most Voted

**Answer: A,D,E**

#### **NEW QUESTION # 143**

Which of the following statements is correct when the 'Contact Local Time' field is enabled in a case form?

- A. Agents can use the field to identify if it is the right time to contact customer
- B. The field is active in the base form
- C. The field is always based on the system time zone
- D. The field is not based on the customers profile time zone

**Answer: D**

#### **NEW QUESTION # 144**

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

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

**Answer: D**

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/csm-integration-sm-incident.html>

#### **NEW QUESTION # 145**

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