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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	ServiceNow CIS-Customer Service Management Exam Sample Questions and Answers
Practice Exam	ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) Practice Test
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 of 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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