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ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Certification Exam is designed for individuals who want to demonstrate their expertise in implementing and managing ServiceNow's customer service management solutions. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification exam is a testament to an individual's skills and knowledge in configuring, implementing, and managing ServiceNow's customer service management applications.

## ServiceNow Certified Implementation Specialist - Customer Service

# Management Exam Sample Questions (Q166-Q171):

**NEW QUESTION # 166**
Special Handling Notes can apply to which one of the following based on specific attributes?

- A. Holiday
- B. VIP
- C. Contact
- D. Domain

**Answer: A**

**NEW QUESTION # 167**
Once a major case candidate is approved a major case is created. What then happens to the customer case?

- A. The customer case becomes the parent case of the major case
- B. The customer case will automatically be related to a problem
- C. The customer case will be automatically closed
- D. The customer case becomes a child case of the major case

**Answer: A**

**NEW QUESTION # 168**
In CSM Asset Management has a different meaning than in ITSM or Corporate Finance Which of the following defines Asset Management in CSM?

- A. The process of developing, operating, maintaining, upgrading, and disposing of assets in me most cost-effective manner
- B. Asset management has different use cases for tracking specific products or services customers are using Most Voted
- C. A generic activity or process responsible for tracking and reporting the value and ownership of assets throughout their lifecycle
- D. It includes all of the data crucial to support customers as efficiently as possible

**Answer: B**

**NEW QUESTION # 169**
Which of the following is correct regarding the social med a channel?

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

**Answer: D**

**NEW QUESTION # 170**
When integrating Customer Service Management with IT Service management what separate action is required for Request Management?

- A. Activation of the Customer Service with Service Management plugin (com.sn_cs_sm)
- B. Activation of the Customer Service Case Action Status plugin (com.snc.csm_action_status)
- C. Activation of the Customer Service with Request Management plugin (com.sn_cs_sm_request)
- D. Activation of the Customer Service plugin (com.sn_customerservice)

**Answer: C**

**NEW QUESTION # 171**

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