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To be eligible to take the ServiceNow CIS-CSM Certification Exam, candidates must have a solid understanding of the ServiceNow platform and have practical experience in implementing customer service management solutions. They must also have completed the ServiceNow Customer Service Management Fundamentals course and have a good understanding of ITIL best practices.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q256-Q261):

NEW QUESTION # 256
Which table does the Account (customer_account) table extend?

- A. Customer (sn_customer_service__customer)
- B. Service Organization (sn_customer_service_organization)
- C. Business Location (sn_csm_business_location)
- D. Company (core company)

Answer: D

NEW QUESTION # 257
Which of the following are best practice with regard to data imports? (Choose two.)

- A. When importing to multiple instances import to each instance separately.
- B. Images embedded in Knowledge Articles should be uploaded separately
- C. Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.
- D. Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.

Answer: A,B

NEW QUESTION # 258
Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

- A. Open an incident
- B. Viewing knowledge articles
- C. Live chat
- D. Consumer self-registration

Answer: D

Explanation:
Source: https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html

NEW QUESTION # 259
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 be automatically closed
- C. The customer case becomes a child case of the major case
- D. The customer case will automatically be related to a problem

Answer: A

NEW QUESTION # 260
What is required to synchronize fields from a parent to a child case(s)?

- A. No action required, this is a standard Customer Service Management feature
- B. The role of sn_customerservice.customer_case_manager must be assigned
- C. Major Issue Management needs to be installed and certain properties enabled
- D. The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated

Answer: C

Explanation:
Reference:
customer-service-management/task/config-major-case-synchronization.html

NEW QUESTION # 261

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