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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 Certified Implementation Specialist - Customer Service Management (CIS-CSM) exam is designed for professionals who are looking to validate their skills and knowledge in implementing ServiceNow Customer Service Management solutions. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is intended for individuals who possess a deep understanding of customer service processes and are proficient in configuring and customizing the ServiceNow platform to meet the needs of their clients. The CIS-CSM Exam is a rigorous test of a candidate's abilities and requires a thorough understanding of ServiceNow functionality, including Incident Management, Knowledge Management, Service Level Management, and Service Catalog Management.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q81-Q86):

NEW QUESTION # 81
Partner admin (sn_customerservice.partner_admin) contacts have access to:

- A. Their partner accounts
- B. Neither
- C. Their customer account
- D. Both

Answer: D

NEW QUESTION # 82
What are the ways the Customer Portal Locale feature can be used?
Choose 2 answers

- A. Ensure only authenticated users can choose a language/locale on a customer service portal
- B. Allow authenticated and guest users to choose a language/locale on a customer service portal
- C. Forward authenticated and guest users to a translated customer service portal
- D. Restrict access to a customer service portal based on where a user is physically located

Answer: C,D

NEW QUESTION # 83
With the Auto Close Resolved Cases flow enabled, and using its default settings, when will a reminder be sent to a non-responsive customer?

- A. After 5 days
- B. After 7 days
- C. After 1 day
- D. After 3 days

Answer: A

NEW QUESTION # 84
Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

- A. Create requests on behalf of customers
- B. Create cases on behalf of customers
- C. Manage cases on behalf of customer service agents
- D. Manage requests on behalf of customer service agents
- E. Manage major incident communication on behalf of a customer service manager

Answer: A,B

Explanation:
Explanation

NEW QUESTION # 85
What determines how an escalation request is processed?

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

Answer: D

NEW QUESTION # 86
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