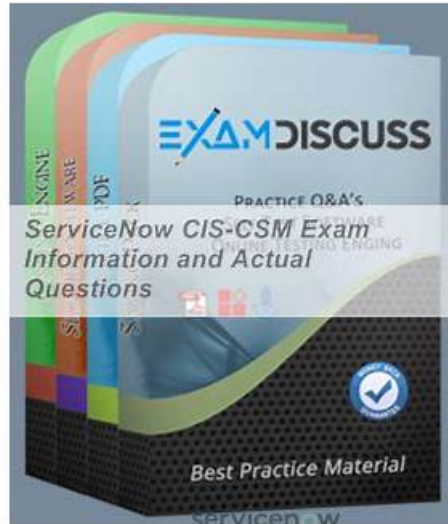# CIS-CSM Exam Topic & CIS-CSM Examcollection Questions Answers

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q132-Q137):

NEW QUESTION # 132
Match the definitions for roles relationships.

Answer:

Explanation:

NEW QUESTION # 133
Which of the following are benefits of customer access management? (Choose two.)

- A. It defaults the responsibility for access management to the customer.
- B. It defaults the responsibility for access management to the customer service agent.
- C. It increases security by automatically granting access to cases based on access to sold product.
- D. It improves the customer experience by enabling related parties to track and collaborate on cases.

Answer: C,D

NEW QUESTION # 134
From a service provider's perspective, is the following a product or an asset?
A cable modem model that the service provider sells.

- A. Asset
- B. Product

Answer: B

Explanation:
Reference:
customer-service-management/concept/c_ContractsAndEntitlements.html

NEW QUESTION # 135
When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed?
Choose 2 answers

- A. Enable NLU in Virtual Agent
- B. In the NLU Settings configure the Intent confidence threshold
- C. Choose the NLU service provider
- D. In the NLU Settings configure the Entity confidence threshold

Answer: A,C

NEW QUESTION # 136
Which of the following are channels? (Choose two.)

- A. Web
- B. Chat
- C. Article
- D. Contacts

Answer: A,B

NEW QUESTION # 137
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