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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-CSM Customer Service Management Exam Sample Questions and Answers
Practice Exam	ServiceNow CIS-CSM Practice Test
Time Limit	130 Minutes
Exam Fee	USD \$450
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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q173-Q178):

NEW QUESTION # 173

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

- A. Product
- B. Asset

Answer: A

Explanation:
Explanation

NEW QUESTION # 174

Predictive Intelligence improves Case management by:

- A. Reducing the number of records needed to accurately predict a value
- B. Replacing legacy routing rules
- C. Predicting what values should have gone into empty fields in historical records
- **D. Predicting Case values without manual intervention**

Answer: D

NEW QUESTION # 175

What are the Forum User Types? (Choose three.)

- **A. Registered**
- B. Custom
- **C. Moderator**
- D. Admin
- **E. Public**

Answer: A,C,E

Explanation:

Explanation

NEW QUESTION # 176

The Customer Support Portal default configuration provides the following channels to interact with customers? (Choose two.)

- **A. Email**
- B. Social
- C. Chat
- **D. Web**

Answer: A,D

Explanation:

Reference:

customer-service-management/concept/c_CustomerPortalOverview.html

NEW QUESTION # 177

What should be emphasized when designing solutions? (Choose three.)

- A. Minimize customizations
- **B. Mobile friendly functionality**
- **C. Focus Out-of-the-box functionality**
- **D. Design for Scalability**

Answer: B,C,D

NEW QUESTION # 178

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