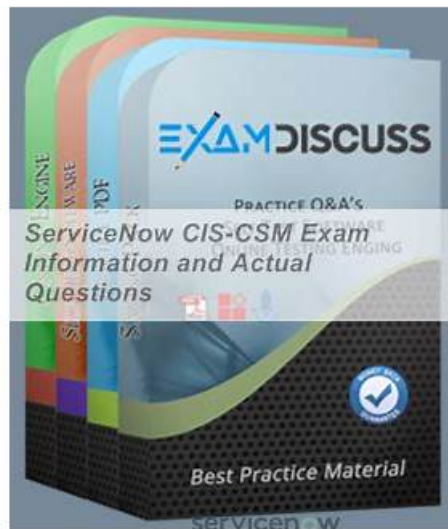# CIS-CSM Valid Exam Bootcamp & Free PDF 2025 Realistic ServiceNow ServiceNow Certified Implementation Specialist - Customer Service Management Exam Certification Cost

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ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) Exam is a certification exam that validates the skills and knowledge of individuals who implement and manage ServiceNow's Customer Service Management (CSM) application. CIS-CSM exam tests candidates on their ability to configure, customize, and manage the CSM application, as well as their understanding of key concepts such as case management, entitlements, and service level agreements (SLAs). ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is aimed at professionals who work in customer service or IT service management roles and who want to demonstrate their expertise in using ServiceNow's CSM application to improve customer satisfaction and service delivery.

The ServiceNow CIS-CSM Exam covers various topics such as customer service management implementation, configuration, and

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q110-Q115):

NEW QUESTION # 110
True/False: The Agent Chat [com.glide.interaction.awa] plugin is required for chat in Agent Workspace.
Options are :

- A. True
- B. False

Answer: A

NEW QUESTION # 111
What allows the implementation of phases and tasks to meet performance goals track progress and measure success?

- A. Service Level Agreement Tasks
- B. Performance Analytics Spotlight
- C. Continual Improvement Management
- D. Scheduled Reporting

Answer: C

NEW QUESTION # 112
Which of the following options can a survey administrator define on an individual survey? (Choose two.)

- A. Anonymize responses
- B. Number of survey reminder notifications
- C. Trigger conditions Most Voted
- D. The ability for end users to decline survey assignments

Answer: A,C

NEW QUESTION # 113
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

NEW QUESTION # 114

Which of the following best describes how the CSM application uses the Asset table?

- A. CSM uses the Product table instead of the ITSM Asset table
- B. CSM uses the Product Model table instead of the ITSM Asset table
- C. Because CSM Assets are managed differently from ITSM Assets. ServiceNow uses different Asset Tables foe CSM than it does for ITSM
- D. ServiceNow uses the same Asset table for both CSM and ITSM. however, CSM has a different subset of fields

Answer: D

NEW QUESTION # 115

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