

# CIS-CSM Valid Test Blueprint - Valid Test CIS-CSM Format

**Answer Area**

A customer account, a partner account, or both.

A supported external customer that, sells and supports one or more customers.

A member of an account.

A person who purchases goods and services for personal use.

Partner  
Account  
Contact  
Consumer

Partner  
Account  
Contact  
Consumer

Partner  
Account  
Contact  
Consumer

Partner  
Account  
Contact  
Consumer

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## ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q86-Q91):

**NEW QUESTION # 86**

Cost Information on cases is available as part of the Performance Analytics Content Pack for Customer Service.

- A. True
- B. False

**Answer: B**

**NEW QUESTION # 87**

Articles can provide the following: (Choose three.)

- A. Document current and known issues
- B. Share product information
- C. Information about customer's service contract
- D. Provide answers and responses to common issues or questions

**Answer: A,B,D**

**NEW QUESTION # 88**

How many active OpenFrame configurations can you have on an instance?

- A. 0
- B. 1
- C. 2
- D. Unlimited

**Answer: D**

Explanation:

Explanation

**NEW QUESTION # 89**

How are consumers related to households?

- A. Household Member table
- B. Consumer are not related to Households
- C. Household field on the Consumer record
- D. Location table

**Answer: C**

**NEW QUESTION # 90**

From what places in SN can an agent create a case? (Choose three.)

- A. Customer Service Application
- B. Contact
- C. Chat
- D. Account

**Answer: A,B,D**

Explanation:

Reference:

[customer-service-management/reference/r\\_CustomerServiceCaseForm.html](customer-service-management/reference/r_CustomerServiceCaseForm.html)

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