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The CIS-CSM certification exam is designed to validate the skills and knowledge of professionals who work with the ServiceNow CSM platform. CIS-CSM exam is intended for individuals who are involved in the implementation, administration, and management of ServiceNow CSM in their organization. By passing the CIS-CSM Exam, professionals can demonstrate their expertise in configuring the ServiceNow CSM platform, managing customer service workflows, and delivering an exceptional customer experience.

## ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q170-Q175):

NEW QUESTION # 170
The ServiceNow Communities feature is only available for customers with ServiceNow Customer Services Management licenses.

- A. False
- B. True

**Answer: B**

Explanation:
Explanation

**NEW QUESTION # 171**
From what places in SN can an agent create a case? (Choose three.)

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

**Answer: A,B,D**

Explanation:
Reference:
customer-service-management/reference/r_CustomerServiceCaseForm.htmlc

**NEW QUESTION # 172**
Which of the following are correct for parent/child synchronization? (Choose two.)

- A. Multiple child cases can be managed from a parent case as in Major Issue Management
- B. Parent to child cases can be synchronized regardless of which state the case is in
- C. The Administrator can choose which fields to synchronize from parent to child cases
- D. The property to synchronize parent to child cases is automatically enabled

**Answer: A,B**

Explanation:
https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html

**NEW QUESTION # 173**
An account is a supported external customer and a contact is a user who is an employee of an account. How many accounts can a contact be associated with?

- A. Three
- B. One
- C. Two
- D. Multiple

**Answer: B**

**NEW QUESTION # 174**
Predictive Intelligence improves triage quality by eliminating the guesswork. Predictive Intelligence supports which of the following decisions? (Choose two.)

- A. Case Escalation
- B. Case Prioritization
- C. Case State
- D. Case Categorization

**Answer: B,D**

Explanation:
Explanation

## NEW QUESTION # 175

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