

CIS-CSM Examinations Actual Questions & Training

CIS-CSM For Exam



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To prepare for the ServiceNow CIS-CSM exam, it is recommended that you have hands-on experience working with the ServiceNow platform, particularly in the area of customer service management. You can also take advantage of training courses and study materials provided by ServiceNow, including the Customer Service Management Fundamentals course and the Customer Service Management Implementation course. By thoroughly preparing for the exam and earning the ServiceNow CIS-CSM certification, you will position yourself as a highly qualified and sought-after expert in ServiceNow customer service management.

ServiceNow CIS-CSM Exam has 60 questions, and the time allotted to complete the test is 90 minutes. CIS-CSM exam covers key topics related to ServiceNow CSM implementation, including ServiceNow CSM fundamentals, customer service delivery, problem management, change management, and service level management. Passing the ServiceNow CIS-CSM exam requires a minimum score of 68%, ensuring that the implementation specialist has deep knowledge of ServiceNow CSM.

>> CIS-CSM Examinations Actual Questions <<

Training ServiceNow CIS-CSM For Exam - CIS-CSM Knowledge Points

The SureTorrent is committed to ace the CIS-CSM exam preparation and success journey successfully in a short time period. To achieve this objective the SureTorrent is offering ServiceNow Certified Implementation Specialist - Customer Service Management Exam (CIS-CSM) practice test questions with high-in-demand features. The main objective of SureTorrent ServiceNow CIS-CSM Practice Test questions features to assist the CIS-CSM exam candidates with quick and complete ServiceNow CIS-CSM exam preparation.

Achieving the ServiceNow CIS-CSM Certification demonstrates the candidate's ability to implement and manage ServiceNow's CSM solutions effectively. It validates the candidate's expertise in configuring and customizing workflows, automating tasks, and managing customer service processes. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification also distinguishes the candidate as a ServiceNow expert, which can help them advance their career and increase their earning potential. Moreover, the certification is recognized globally and can open up new job opportunities for certified professionals.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q45-Q50):

NEW QUESTION # 45

What are features of Customer Service Management? (Choose four.)

- A. Skills-based routing
- B. Service Prospecting
- C. Service Entitlements
- D. Service Contracts
- E. Real-time SLAs
- F. Demand Management
- G. Timed Audits

Answer: A,C,E,F

NEW QUESTION # 46

What are the characteristics of Knowledge Categories?

- A. Shareable across KBs: No ; Multi-Level: Yes
- B. Shareable across KBs: No ; Multi-Level: No
- C. Shareable across KBs: Yes ; Multi-Level: Yes
- D. Shareable across KBs: Yes ; Multi-Level: No

Answer: A

NEW QUESTION # 47

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

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

Answer: A,B,E

Explanation:

Explanation

NEW QUESTION # 48

In the 'Action Status' column on a case list what could a red indicator dot mean? (Choose two.)

- A. Blocked by case task
- B. Blocked by internally
- C. Blocked by approval
- D. Blocked internally and by customer

Answer: B,D

NEW QUESTION # 49

From a security perspective, scoping brings several benefits: (Choose two.)

- A. Improves instance security by limiting accessibility to other applications on the instance
- B. The scope holds the records and acts as a container for the desired Customer Service Management Applications
- C. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- D. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals

Answer: A,B

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