

Answers CIS-CSM Free & Accurate CIS-CSM Study Material



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ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Certification Exam is an important certification for professionals seeking to enhance their knowledge and skills in customer service management. CIS-CSM exam covers a wide range of topics and is designed to be comprehensive and challenging. Passing the exam validates the expertise of the holder in the field of customer service management and provides a competitive advantage in the job market.

The CIS-CSM exam is designed for IT professionals who are responsible for implementing and managing the ServiceNow CSM module. CIS-CSM Exam Tests the candidate's knowledge of core ServiceNow CSM functionalities, such as managing customer interactions, service level agreements, case management, and reporting. CIS-CSM exam also covers topics like ServiceNow CSM best practices, implementation strategies, and troubleshooting techniques. By passing the CIS-CSM exam, IT professionals can demonstrate their expertise in ServiceNow CSM implementation and management, which can help them advance their career and increase their earning potential.

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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q121-Q126):

NEW QUESTION # 121

If the CSM Demo Data Plugin has been installed what are two options either of which will prepare that instance to be used as part of the release path to production? (Choose two.)

- A. Remove the Demo Data via a HI Request
- B. Zboot the instance
- C. Clone back to this instance from a valid instance
- D. Disable the Case Interceptor

Answer: A,C

NEW QUESTION # 122

What is required to synchronize fields from a parent to a child case(s)?

- A. No action required, this is a standard Customer Service Management feature
- B. Major Issue Management needs to be installed and certain properties enabled
- C. The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
- D. The role of sn_customerservice.customer_case_manager must be assigned

Answer: A

NEW QUESTION # 123

Major Issue Management uses which one of the following capabilities?

- A. Record producers
- B. Asset management
- C. Governance Risk and Control
- D. Targeted Communications

Answer: D

Explanation:

Reference:

customer-service-management/concept/major-issue-management.html

NEW QUESTION # 124

What do blue circles in the timeline of a case form represent?

- A. State
- B. Comment
- C. Activity
- D. Note

Answer: A

Explanation:

Explanation

NEW QUESTION # 125

How many outbound email accounts are supported in Customer Service Management?

- A. One per business service
- B. One
- C. Unlimited
- D. Two

Answer: B

Explanation:
Explanation

NEW QUESTION # 126

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