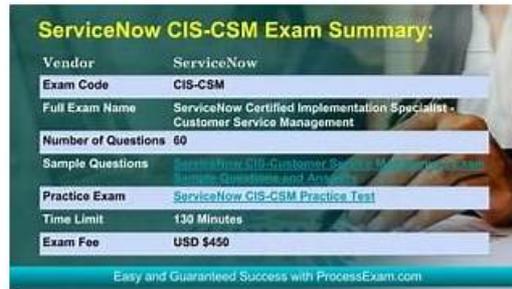


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ServiceNow CIS-CSM Exam Summary:	
Vendor	ServiceNow
Exam Code	CIS-CSM
Full Exam Name	ServiceNow Certified Implementation Specialist - Customer Service Management
Number of Questions	60
Sample Questions	ServiceNow CIS Customer Service Management Questions and Answers
Practice Exam	ServiceNow CIS-CSM Practice Test
Time Limit	130 Minutes
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ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q40-Q45):

NEW QUESTION # 40

In the Customer Service Management space, what does the term asset management mean?

- A. Tables in the Asset application
- B. A set of business activities and processes used to track assets
- C. Tracking products or services customers are using
- D. Financial, contractual and inventory information of assets

Answer: D

NEW QUESTION # 41

What is required to enable the Follow the sun field on the Customer Service Case form?

- A. The value property on the form must be set to true and the field added to the case form
- B. The plugin 'com.snc.csm_time_recording' needs to be activated

- C. The value property on the form must be set to true
- D. Nothing, it is a standard field

Answer: C

Explanation:

Reference:

customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION # 42

Once a major case candidate is approved a major case is created. What then happens to the customer case?

- A. The customer case becomes a child case of the major case
- B. The customer case becomes the parent case of the major case
- C. The customer case will automatically be related to a problem
- D. The customer case will be automatically closed

Answer: B

NEW QUESTION # 43

What is a limitation regarding synchronization between a case and its associated work order?

- A. When creating a work order from a case only the Account field on the work order form is filed in but not the Company field
- B. If information changes on the Case form it is not updated on the Work Order form
- C. The data copied over to the Work Order form when creating a work order from a case cannot be configured or customized
- D. Updates on a case or work order will only synchronize after the work order is approved

Answer: B

NEW QUESTION # 44

Who can create a customer service case from a community discussion? (Choose two.)

- A. Proxy case creator (sn_customerservice.proxy_case_creator)
- B. Case Viewer (sn_customerservice.case_viewer)
- C. Customer service agent (sn_customerservice_agent)
- D. Partner (sn_customerservice.partner)

Answer: A,C

NEW QUESTION # 45

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