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SERVICENOW CIS-CSM EXAM 2024/2025 WITH 100% ACCURATE SOLUTIONS

Timeline above case record? - Precise Answer ✓✓ Resolution shaper

What does the blue circle represent on the Resolution Shaper? - Precise Answer ✓✓ A state Change

What does a ticket / line represent on the resolution shaper? - Precise Answer ✓✓ Any activity other than state change

What is the difference between a customer / agent update on the resolution shaper ? - Precise Answer ✓✓ Customer are below, agents are above

What are the types of Cases in CSM? - Precise Answer ✓✓ Product, Order

An Agent Can create case from Customer Service Application using what methods? - Precise Answer ✓✓ Any associated Entities (account, contract, entitlements, assets, etc..) or from a customer chat session

Which internal processes can be linked to CSM ? - Precise Answer ✓✓ Problem, Change, Field Service, Asset, Configuration

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ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Certification Exam is designed to test the proficiency of individuals in implementing and managing the ServiceNow Customer Service Management (CSM) application. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is ideal for professionals who work with ServiceNow CSM on a daily basis and are looking to validate their skills and knowledge. CIS-CSM exam covers a wide range of topics such as configuring and managing customer service processes, understanding ServiceNow CSM data model, and integrating ServiceNow CSM with other applications.

ServiceNow CIS-CSM Certification Exam is a comprehensive certification that validates an individual's skills and knowledge in implementing and managing ServiceNow's CSM module. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is designed for professionals who work in customer service management and are responsible for

configuring and deploying ServiceNow's CSM solutions. Achieving this certification can enhance an individual's career prospects in the customer service management field and demonstrate their expertise in ServiceNow's CSM module.

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The CIS-CSM Exam covers a wide range of topics related to ServiceNow CSM, including customer service management fundamentals, service catalog management, incident management, problem management, change management, and service level management. CIS-CSM exam also assesses the examinee's knowledge of the ServiceNow CSM platform's capabilities, features, and best practices. To prepare for the exam, professionals can take advantage of ServiceNow's training programs, study guides, and practice exams.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q141-Q146):

NEW QUESTION # 141

What are benefits of the Conversation History feature? (Choose two.)

- **A. Improved customer satisfaction as agents can respond to and resolve customer issues faster**
- **B. Shorter calls for agents by reducing the time to search for information**
- C. A customized admin chat toolbar with emojis for agents to use in chat messages
- D. Better language management by flagging key words and alerting chat managers when agents use one or more of those words

Answer: A,B

NEW QUESTION # 142

On the Customer Service Portal which personas can see work orders from their company hierarchy? (Choose two.)

- A. Customer contact
- **B. Customer admin**
- C. Partner contact
- **D. Partner admin**

Answer: B,D

NEW QUESTION # 143

A customer service manager would like to limit the reading and creation of knowledge articles within a specific Knowledge Base to the Customer Support group only. Which features should be used to accomplish this? (Choose two.)

- **A. Cannot Contribute user criteria**
- **B. Can Read user criteria**
- C. Hide the Knowledge Base from the Knowledge Base Portal
- D. Whitelist all other groups from the Knowledge Base

Answer: A,B

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