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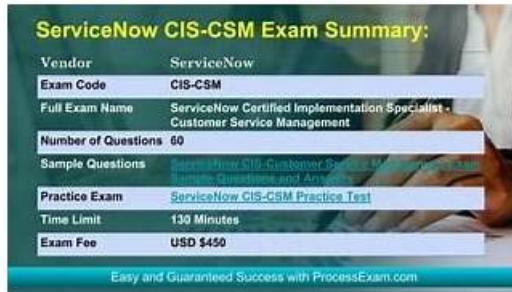
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More and more people hope to enhance their professional competitiveness by obtaining CIS-CSM certification. However, under the premise that the pass rate is strictly controlled, fierce competition makes it more and more difficult to pass the CIS-CSM examination. Whether you are the first or the second or even more taking CIS-CSM examination, our CIS-CSM exam prep not only can help you to save much time and energy but also can help you pass the exam. In the other words, passing the exam once will no longer be a dream.

ServiceNow CIS-CSM certification is an essential qualification for professionals who work with ServiceNow Customer Service Management. It demonstrates to employers and clients that an individual has the knowledge and skills required to design, configure, and implement customer service solutions using ServiceNow. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification program is ideal for professionals working in customer service management roles, including customer service managers, customer support managers, and IT service managers.

The ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification exam covers a broad range of topics, including customer service management processes, ServiceNow configuration and customization, and customer service management reporting and analytics. CIS-CSM Exam is designed to test the individual's ability to implement customer service management solutions using ServiceNow's best practices and industry standards.

ServiceNow CIS-CSM Exam is designed to test the knowledge and skills of individuals who want to become ServiceNow Certified Implementation Specialists in Customer Service Management. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is intended for professionals who are involved in the implementation, configuration, and management

of ServiceNow Customer Service Management applications. Passing CIS-CSM exam validates that an individual has the necessary skills and knowledge to implement and configure ServiceNow Customer Service Management applications effectively.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q240-Q245):

NEW QUESTION # 240
Which role must B2B and B2C customers obtain, at a MINIMUM, to have access to a ServiceNow instance?

- A. External (snc_external)
- B. Cusiomer(sn_customerservice.customer)
- C. Case Creator (sn_customer service, case creator)
- D. Account Contact (sn_cusiometservice.accouni_contactf

Answer: A

NEW QUESTION # 241
In case management. Parent Child Synchronization allows for which of the following:

- A. Parent cases to automatically generate child cases when all fields are filled out thus, synchronized auto- population
- B. Synchronization of all child cases as well as children of child cases on all levels
- C. Child cases to be separated from Parent cases and will not be synchronized automatically
- D. Enabling the Customer Service agent to create cases so that all the children cases can be managed by managing the parent case

Answer: A

NEW QUESTION # 242
What feature does the Product Model and Catalog Items Relationship plugin enable?

- A. It provides a contextual service catalog based on the customer's subscribed services Most Voted
- B. Agents are automatically proposed catalog items related to the chosen product on the case form
- C. Customer service managers can track the financial cost of customer's subscribed services and the related requests
- D. Consumers can track what products they have purchased via the catalog

Answer: A

NEW QUESTION # 243
What is the benefit of a phased release approach?

- A. Team members schedules are able to synchronize
- B. More time to develop stories
- C. Delivery of core functionality quickly
- D. Working across multiple systems of record

Answer: C

NEW QUESTION # 244
What will be the state of a case after a customer rejects the solution proposed by an agent?

- A. In Progress
- B. Open
- C. New
- D. Solution Rejected

Answer: B

NEW QUESTION # 245

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