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How much does ServiceNow Certified CIS CSM costs

- Examination Fees: \$400 USD
- Examination Name: ServiceNow Certified CIS CSM
- Length of Exam: 85 min
- Types of questions: Performance Based Questions

The CIS-CSM certification exam is designed to test candidates on their ability to implement, configure, and manage the ServiceNow customer service management application. CIS-CSM Exam covers a variety of topics, including case management, customer service management, service level management, and reporting and analytics. Candidates who pass the exam will have demonstrated their ability to design and implement effective customer service solutions using the ServiceNow platform.

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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 (Q117-Q122):

NEW QUESTION # 117

Which data model should be employed to track a household where a group of consumers share a common address?

- A. Consumer with Organizational
- **B. Consumer with Customer Access Management**
- C. Household with Consumer
- D. Household with Customer Access Management

Answer: B

NEW QUESTION # 118

What one of the following is optional when creating a Catalog workflow?

- A. Publishing the workflow
- **B. Managing workflow versions**
- C. Defining workflow activities
- D. Approving the workflow

Answer: B

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/workflow-administration/task/t_CrtWkflwNewSvcCtlgItm.html

NEW QUESTION # 119

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

- **A. True**
- B. False

Answer: A

Explanation:

Explanation

NEW QUESTION # 120

Which roles are considered external?

Choose 2 answers

- A. Customer Service Agent (sn_customerservice_agent)
- **B. Partner Admin (sn_customerservice.partner_admin)**
- **C. Customer Admin (sn_customerservice.customer_admin)**
- D. Consumer Support Agent (sn_customerservice.consumer_agent)

Answer: B,C

NEW QUESTION # 121

Which of the following is a required field in the Resolution Information tab in order to close a case?

- A. Cause
- B. Closed by
- **C. Resolution notes**
- D. Closed

Answer: C

NEW QUESTION # 122

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