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ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Certification Exam is an assessment designed for professionals who specialize in ServiceNow and customer service management. CIS-CSM exam is intended to validate the knowledge, skills, and expertise of implementation specialists in this field. The ServiceNow CIS-CSM Certification Exam is geared towards IT professionals and project managers who are responsible for implementing customer service solutions on the ServiceNow platform.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q214-Q219):

NEW QUESTION # 214

Match the definitions for roles relationships.

Answer Area

A customer account, a partner account, or both.	▼ Partner Account Contact Consumer
A supported external customer that, sells and supports one or more customers.	▼ Partner Account Contact Consumer
A member of an account.	▼ Partner Account Contact Consumer
A person who purchases goods and services for personal use.	▼ Partner Account Contact Consumer

Answer:

Explanation:

Answer Area

A customer account, a partner account, or both.	▼ Partner Account Contact Consumer
A supported external customer that, sells and supports one or more customers.	▼ Partner Account Contact Consumer
A member of an account.	▼ Partner Account Contact Consumer
A person who purchases goods and services for personal use.	▼ Partner Account Contact Consumer

NEW QUESTION # 215

What are features of Customer Service Management? (Choose four.)

- A. Service Entitlements
- B. Skills-based routing
- C. Demand Management
- D. Real-time SLAs
- E. Service Prospecting
- F. Timed Audits
- G. Service Contracts

Answer: A,B,C,D

NEW QUESTION # 216

Which predefined conversations are available for Customer Service Virtual Agent? (Choose two.)

- **A. Check Case Status**
- **B. Get Help with an Order**
- C. Close Case
- D. Create Contact
- E. Get Help with an Asset

Answer: A,B

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/csm-virtual-agent-chatbot.html>

NEW QUESTION # 217

What are available matching criteria for case assignment in Customer Service Management?

Choose 3 answers

- A. Certifications
- **B. Matching Skills**
- C. Partner Hours
- **D. Assigned Cases**
- **E. Availability Today**
- F. Distance

Answer: B,D,E

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-criteria.html>

NEW QUESTION # 218

Which CSM Configurable Workspace feature enables agents to quickly view records in the contextual side panel without switching tabs?

- **A. Dynamic Related Records**
- B. Contextual Search
- C. Agent Assist
- D. Record Information

Answer: A

NEW QUESTION # 219

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