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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 (Q34-Q39):

NEW QUESTION # 34

Which of the following roles cannot update a consumer's record?

- A. sn_customerservice_manager
- **B. sn_customerservice_agent**
- C. sn_customerservice.consumer_agent
- D. admin

Answer: B

Explanation:

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/task/create-a-consumer-record.html>

NEW QUESTION # 35

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

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

Answer: A,D

NEW QUESTION # 36

Which roles can propose a case as a Major Case candidate? (Choose three.)

- **A. Major issue manager (sn_majorissue_mgt.major_issue_manager)**
- **B. Customer service manager (sn_customerservice_manager) Most Voted**
- C. Proxy contact (sn_customerservice.proxy_contact)
- D. Customer case manager (sn_customerservice.customer_case_manager)
- **E. Customer service agent (sn_customerservice_agent) Most Voted**

Answer: A,B,E

NEW QUESTION # 37

After installing the Performance Analytics Content Pack for Customer Service, which job must be run to retrieve daily case data from previous months?

- A. Customer Service Historic Data Collection
- B. Customer Service Initial Data Collection
- C. Customer Service Daily Data Collection
- D. Customer Service Case Data Collection

Answer: A

NEW QUESTION # 38

In the 'Action Status' column on a case list, what does a blue indicator dot mean?

- A. Blocked internally
- **B. Needs attention**
- C. Work in progress
- D. Blocked externally

Answer: B

NEW QUESTION # 39

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