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ServiceNow CIS-CSM Certification Exam is an essential certification for professionals who want to become experts in implementing and managing the ServiceNow Customer Service Management application. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification validates the skills and knowledge required to implement and customize the ServiceNow CSM application based on best practices and industry standards. With this certification, professionals can enhance their career prospects and help organizations streamline their processes and increase efficiency.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q187-Q192):

NEW QUESTION # 187

From what places in SN can an agent create a case? (Choose three.)

- A. Account
- B. Chat
- C. Customer Service Application
- D. Contact

Answer: A,C,D

Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION # 188

Name a security benefit gained from using scoped applications:

- A. Prevents changes to tables without explicit permission from IT
- B. Limits accessibility to other applications in the Instance
- C. Prevents third party Integrations
- D. Limits the number of update sets that can be applied

Answer: B

NEW QUESTION # 189

What is required to enable the Follow the sun field on the Customer Service Case form?

- A. The value property on the form must be set to true
- B. The value property on the form must be set to true and the field added to the case form
- C. The plugin 'com.snc.csm_time_recording' needs to be activated
- D. Nothing, it is a standard field

Answer: B

Explanation:

Reference:

[customer-service-management/reference/r_CustomerServiceCaseForm.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html)

NEW QUESTION # 190

Which solution must be implemented to let a breakdown dashboard appear as a pop-up window on the case form?

- A. CSM Prediction Results

- Answer: C**

Which field could be used for classifying different consumer addresses?

- Answer: B**

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