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ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) exam is designed for professionals who are looking to validate their skills and knowledge in implementing ServiceNow Customer Service Management solutions. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is intended for individuals who possess a deep understanding of customer service processes and are proficient in configuring and customizing the ServiceNow platform to meet the needs of their clients. The CIS-CSM exam is a rigorous test of a candidate's abilities and requires a thorough understanding of ServiceNow functionality, including Incident Management, Knowledge Management, Service Level Management, and Service Catalog Management.

Achieving the CIS-CSM Certification can provide professionals with several benefits. Firstly, it can help them to demonstrate their expertise in ServiceNow CSM and stand out in a competitive job market. Secondly, it can help them to enhance their career prospects by opening up new job opportunities and higher salaries. Finally, it can help organizations to improve their customer service operations by ensuring that their employees have the skills and knowledge needed to manage the ServiceNow CSM platform effectively.

## **Practice CIS-CSM Engine, CIS-CSM Real Question**

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ServiceNow CIS-CSM: ServiceNow Certified Implementation Specialist - Customer Service Management is a certification exam that focuses on implementing and managing ServiceNow's Customer Service Management (CSM) application. CIS-CSM Exam is designed for professionals who have experience in implementing and configuring ServiceNow CSM and are looking to validate their skills and knowledge.

# ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q210-Q215):

#### **NEW OUESTION #210**

The Customer Support Portal default configuration provides the following channels to interact with customers? (Choose two.)

- A. Social
- B. Web
- C. Chat
- D. Email

Answer: B,D

#### **NEW QUESTION #211**

Access to a Knowledge base or Article can be restricted based on a customer's assets and the product models using which of the following? (Choose two.)

- A. ACL
- B. Knowledge Product Entitlements
- C. Data Policy
- D. User Criteria

Answer: C,D

#### **NEW QUESTION #212**

Which of the following options can a survey administrator define on an individual survey? (Choose two.)

- A. The ability for end users to decline survey assignments
- B. Number of survey reminder notifications
- C. Anonymize responses
- D. Trigger conditions Most Voted

Answer: C,D

### NEW QUESTION # 213

Entitlements specify the level of service provided to customers.

- A. True
- B. False

Answer: A

#### Explanation:

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/ customer-service-management/concept/c ContractsAndEntitlements.html

#### **NEW OUESTION #214**

Which feature allows for the creation and management of product data and relationships within the CSM application?

- A. Problem Management
- B. Demand Management
- C. Product Model management
- D. Incident Management

Answer: C

#### **NEW QUESTION #215**

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