

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.

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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 QUESTION # 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/Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_ContractsAndEntitlements.html

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

- Answer: C**

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