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CIS - CSM EXAM PREP 2024 WITH 230 REAL EXAM PREP QUESTIONS AND CORRECT ANSWERS (100% CORRECT ANSWERS) SERVICE NOW CIS-CSM EXAM PREP

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

- A. Apply Role by Customer
- B. Auto Assessment
- C. Change Update to Close
- D. Update Case Entitlement - ANSWER-Auto Assessment
Update Case Entitlement

What are the Critical Success Factors that are related to CSM Suite Implementations? (Choose four.)

- A. Define the Business Pain Points
- B. Provide consistent service to customers
- C. Have a clear understanding of the use cases
- D. Define the number of hours needed to develop the associated requirements
- E. Implementation is only as good as the underlying process - ANSWER-Define the Business Pain Points
Provide consistent service to customers
Have a clear understanding of the use cases
Implementation is only as good as the underlying process

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Every practice exam or virtual exam of the CIS-CSM study materials is important for you. It is a good chance to test your current revision conditions. So it is essential to summarize each exercise to help you adjust your review plan. Now, we have added a new function to our online test engine and windows software of the CIS-CSM Real Exam, which can automatically generate a report according to your exercises of the CIS-CSM exam questions.

ServiceNow CIS-CSM Certification Exam is designed to assess the ability of candidates to design, configure, and implement customer service management solutions using the ServiceNow platform. CIS-CSM Exam consists of 60 multiple-choice questions and has a duration of 90 minutes. To pass the exam, candidates must score at least 70%.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q52-Q57):

NEW QUESTION # 52

Regarding Account Teams, what is the purpose of marking a role as 'unique'?

- **A. The role then becomes a child responsibility**
- B. Ensure there is a dedicated account manager for that account
- C. Prevent the same role being used on different customer accounts
- D. The role then becomes a parent responsibility

Answer: A

NEW QUESTION # 53

Which of the following is a condition for matching rules?

- A. Switching
- B. Agent domain
- **C. Specific case attributes**
- D. Assignment

Answer: C

NEW QUESTION # 54

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

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

Answer: A,E

Explanation:

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

NEW QUESTION # 55

Which type of catalog item may be found in a Service Catalog?

- A. Execution Plans
- B. Requested Items
- C. Categories
- **D. Content Items Most Voted**

Answer: D

NEW QUESTION # 56

Cost Information on cases is available as part of the Performance Analytics Content Pack for Customer Service.

- A. True
- B. False

Answer: A

NEW QUESTION # 57

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