Quiz 2025 Reliable ServiceNow CIS-CSM: Test ServiceNow Certified Implementation Specialist - Customer Service Management Exam Pass4sure

CIS-CSM exam certification is an international recognition, which is equivalent to a passport to enter a higher position. The CIS-CSM exam materials and test software provided by our ExamsTorrent are developed by experienced IT experts, which have been updated again and again. Now you just take dozens of Euro to have such Reliable CIS-CSM Test Materials. Once you get the certification you may have a higher position and salary.

ServiceNow CIS-CSM (ServiceNow Certified Implementation Specialist - Customer Service Management) Certification Exam is a professional certification that validates an individual's knowledge and expertise in implementing and managing ServiceNow's Customer Service Management (CSM) module. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is designed for individuals who work in customer service management and are responsible for implementing and configuring ServiceNow's CSM solutions. CIS-CSM Exam covers various topics such as CSM fundamentals, service level agreements, service catalog, case management, knowledge management, and reporting.

ServiceNow CIS-CSM Exam is a comprehensive exam that requires extensive preparation and study. CIS-CSM exam consists of 60 multiple-choice questions, and candidates have 90 minutes to complete it. The passing score for the exam is 70%, and candidates can retake the exam if they fail to pass it on the first attempt.

>> Test CIS-CSM Pass4sure <<

CIS-CSM Downloadable PDF - New CIS-CSM Test Practice

We update our CIS-CSM Test Prep within one year and you will download free which you need. After one year, we provide the client 50% discount benefit if buyers want to extend their service warranty so you can save much money. If you are the old client, you can enjoy some certain discount when buying CIS-CSM exam torrent so you can enjoy more service and more benefits. Our update can provide the latest and most useful ServiceNow Certified Implementation Specialist - Customer Service Management Exam prep torrent to you and you can learn more and master more. Because we update frequently, the client can understand the latest change and trend in the theory and the practice. So you will benefit from the update a lot.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q101-Q106):

NEW QUESTION # 101
Match the business rule to its function in the Self-Service Portal.

Hot Area:

Answer Area

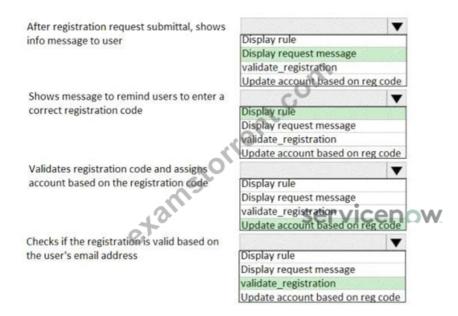| After registration request submittal, shows info message to user	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Shows message to remind users to enter a correct registration code	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Validates registration code and assigns account based on the registration code	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Checks if the registration is valid based on the user's email address	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Answer:

Explanation:

Answer Area

servicenow.

After registration request submittal, shows info message to user	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Shows message to remind users to enter a correct registration code	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Validates registration code and assigns account based on the registration code	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Checks if the registration is valid based on the user's email address	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Explanation

After registration request submittal, shows info message to user	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Shows message to remind users to enter a correct registration code	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Validates registration code and assigns account based on the registration code	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

Checks if the registration is valid based on the user's email address	▼
	Display rule
	Display request message
	validate_registration
	Update account based on reg code

NEW QUESTION # 102

Information about a customer's service contract is found in Knowledge.

- A. True
- B. False

Answer: B

Explanation:
Reference:
customer-service-management/concept/c_ContractsAndEntitlements.html

NEW QUESTION # 103

Which entity denotes the product instance that has been installed or provisioned for a customer?

- A. Service Agreement
- B. Sold Product
- C. Install Base Item
- D. Contract

Answer: C

NEW QUESTION # 104

What is the purpose of a Catalog Item variable?

- A. Allows the customer or consumer to qualify their answer
- B. Allows the customer to ask a question
- C. Opens a chat session with customer support
- D. Provides hint to the user on the field

Answer: A

Explanation:
Explanation/Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service- catalog-management/task/t_CreateAVariableForACatalogItem.html

NEW QUESTION # 105

What are some of the influencing factors that will help determine the type of customer support desk structure required? (Choose four.)

- A. Knowledge and skills required for agents
- B. Number of agents required
- C. Number of customer service portals used
- D. Geographical location of customer
- E. Languages spoken by agents
- F. Number and type of support tools available

Answer: A,B,E,F

NEW QUESTION # 106

......

Our ServiceNow CIS-CSM practice materials from our company are invulnerable. And we are consigned as the most responsible company in this area. So many competitors concede our superior position in the market. Besides, we offer some promotional benefits for you. The more times you choose our ServiceNow CIS-CSM Training Materials, the more benefits you can get, such as free demos of our CIS-CSM exam dumps, three-version options, rights of updates and so on. So customer orientation is the beliefs we honor.