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ServiceNow CIS-CSM exam is designed for IT professionals who want to showcase their expertise in implementing and managing the ServiceNow Customer Service Management module. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification is ideal for individuals who are responsible for creating and maintaining customer service workflows, managing customer interactions, and implementing service level agreements. The CIS-CSM Exam Tests the candidate's knowledge of creating service catalog items, managing incidents and requests, configuring agent workspace, and automating customer service processes.

ServiceNow Certified Implementation Specialist - Customer Service Management Exam Sample Questions (Q22-Q27):

NEW QUESTION # 22

What are the recommended good practices when running implementation workshops?
Choose 3 answers

- A. Enforce customers to adapt their processes towards the baseline processes
- B. Give the customers the data they need so they can make an informed decision
- C. Any financial implication of a decision should be handled by the delivery and sales team
- D. Engage with customers to gain deep understanding of their organization
- E. Guide the customer toward industry best practices

Answer: B,D,E

NEW QUESTION # 23

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

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

Answer: A,C,D

NEW QUESTION # 24

What attribute/field is employed to construct the hierarchy of Install Base Items in a system?

- A. Root Install Base Item
- B. Child Install Base Item
- C. Configurable Attributes
- D. Parent Install Base Item

Answer: D

NEW QUESTION # 25

Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

- A. Manage cases on behalf of customer service agents
- B. Create cases on behalf of customers
- C. Manage major incident communication on behalf of a customer service manager
- D. Create requests on behalf of customers
- E. Manage requests on behalf of customer service agents

Answer: B,D

Explanation:

Explanation

NEW QUESTION # 26

Which social media channels are NOT available out-of-box?

- A. LinkedIn
- B. Facebook
- C. Twitter
- D. None of the above
- E. All of the above

Answer: A

NEW QUESTION # 27

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