

ServiceNow

Exam Questions CIS-CSM

ServiceNow Certified Implementation Specialist - Customer Service Management Exam



NEW QUESTION 1

In ServiceNow's CSM Application, what is an interaction?

- A. Any configuration item that has been made accessible to customers
- B. A record that a Customer Service Agent uses to identify and resolve a question or an issue for an external customer
- C. A binding agreement between two parties
- D. A request for assistance made through a chat, phone call, or walk-up

Answer: D

NEW QUESTION 2

What are common types of application record data that are imported during a CSM data migration? (Choose two.)

- A. Knowledge Article
- B. Accounts
- C. Chat
- D. Case

Answer: AB

NEW QUESTION 3

Which of the following allows you to install out-of-the-box Customer Service Management applications within your ServiceNow instance?
Choose 2 answers

- A. Store APPs
- B. XML unloads
- C. Update Sets
- D. Plugins

Answer: AD

Explanation:

Store Apps: The exclusive source for Now Certified enterprise workflow apps from partners that complement and extend ServiceNow.
- Plugins: Plugins are software components that provide specific features and functionalities within a ServiceNow instance.
https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/plugins/concept/c_ServiceNowPlugins.html
https://store.servicenow.com/sn_appstore_store.do#!/store/aboutus

NEW QUESTION 4

Which roles are responsible for maintaining account team membership? (Choose two.)

- A. Customer Admin [sn_customerservice.customer.admin]
- B. Customer Case Manager [sn_customerservice.customer_case_manager]
- C. System Administrator [admin]
- D. Customer Service Manager [sn_customerservice_manager]

Answer: CD

NEW QUESTION 5

What does NLU stand for?

- A. Natural-Learning Userability
- B. Natural-Language Understanding Most Voted
- C. Natural-Learning URL
- D. Natural-Language URL

Answer: B

NEW QUESTION 6

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

- A. True
- B. False

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/london-customer-service-management/page/product/customer-service-management/task/view-csm-executive-dashboard.html>

NEW QUESTION 7

What is a limitation regarding synchronization between a case and its associated work order?

- A. If information changes on the Case form it is not updated on the Work Order form

- B. Updates on a case or work order will only synchronize after the work order is approved
- C. When creating a work order from a case only the Account field on the work order form is filed in but not the Company field
- D. The data copied over to the Work Order form when creating a work order from a case cannot be configured or customized

Answer: A

NEW QUESTION 8

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

Answer: BD

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html>

NEW QUESTION 9

What is required to enable the Follow the sun field on the Customer Service Case form?

- A. Nothing, it is a standard field
- B. The value property on the form must be set to true
- C. The plugin 'com.snc.csm_time_recording' needs to be activated
- D. The value property on the form must be set to true and the field added to the case form

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION 10

In CSM Asset Management has a different meaning than in ITSM or Corporate Finance Which of the following defines Asset Management in CSM?

- A. The process of developing, operating, maintaining, upgrading, and disposing of assets in the most cost-effective manner
- B. A generic activity or process responsible for tracking and reporting the value and ownership of assets throughout their lifecycle
- C. Asset management has different use cases for tracking specific products or services customers are using Most Voted
- D. It includes all of the data crucial to support customers as efficiently as possible

Answer: C

NEW QUESTION 10

What feature does the Product Model and Catalog Items Relationship plugin enable?

- A. Agents are automatically proposed catalog items related to the chosen product on the case form
- B. Consumers can track what products they have purchased via the catalog
- C. It provides a contextual service catalog based on the customer's subscribed services Most Voted
- D. Customer service managers can track the financial cost of customer's subscribed services and the related requests

Answer: C

NEW QUESTION 13

What are the different resource matching methods on the Matching Rule form? Choose 3 answers

- A. Skill
- B. History
- C. Scripted
- D. Selection Criteria
- E. Simple

Answer: CDE

NEW QUESTION 18

_____ is a role for agents who assists consumers with questions, issues, and problems. This user creates, views, and edits cases and works with consumers to resolve cases. Typically supports a specific set of products across one or more communication channels. An agent can belong to one or more agent groups.

Options are :

- A. Partner [sn_customerservice.partner]
- B. Agent [sn_customerservice_agent]

- C. Consumer Agent [sn_customerservice.consumer_agent]
- D. Agent manager [sn_customerservice_manager]
- E. Customer case manager [sn_customerservice.customer_case_manager]
- F. Customer administrator [sn_customerservice.customer_admin]

Answer: C

NEW QUESTION 21

In Advanced Work Assignment, what does the overflow assignment capability do, if defined?

- A. Uses matching and assignment rules to send work Items to the agent with the most capacity
- B. When one support group reaches capacity the work Item is automatically routed to another group
- C. Uses matching and assignment rules to send won* items to the agent with the highest availability
- D. Routes cases to different groups based on their skill set and availability

Answer: B

NEW QUESTION 24

With the Auto Close Resolved Cases flow enabled, and using its default settings, when will a reminder be sent to a non-responsive customer?

- A. After 3 days
- B. After 5 days
- C. After 1 day
- D. After 7 days

Answer: B

NEW QUESTION 26

What can a person assigned with the customer role access on the customer service portal by default? (Choose three.)

- A. Cases
- B. Related parties
- C. Assets
- D. Social profiles
- E. Sold products

Answer: ACE

NEW QUESTION 30

Which of the following are benefits of customer access management? (Choose two.)

- A. It increases security by automatically granting access to cases based on access to sold product.
- B. It defaults the responsibility for access management to the customer.
- C. It defaults the responsibility for access management to the customer service agent.
- D. It improves the customer experience by enabling related parties to track and collaborate on cases.

Answer: AD

NEW QUESTION 31

When activating the Customer Service Management Demo Data plugin, which case type is available besides product case?

- A. Order
- B. Contract
- C. FAQ
- D. Monitoring
- E. Request
- F. Billing

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/administer/atf-quick-start-tests/reference/quick-start-tests-csm.html>

NEW QUESTION 34

Using the out-of-the-box major issue management process flow, a consumer service agent proposes an existing case in the Open state as a major case candidate. The major case candidate has a consumer defined and is approved by the customer service manager. What happens to the major case candidate?

- A. The major case candidate is closed and a new major case is created
- B. The major case candidate becomes the major case
- C. The major case candidate requires an approval from the major issue manager
- D. A new major case is created and the major case candidate is added as a child to the major case

Answer: D

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/major-candidate-child-case-types.html>

NEW QUESTION 36

When working with case types, what is the lowest level in the case type hierarchy called?

- A. Leaf-level
- B. Decision-level
- C. Base-level
- D. Sub-level

Answer: A

NEW QUESTION 38

What are the types of matching criteria for Customer Service? (Choose four.)

- A. Matching Skills Most Voted
- B. Last Assigned Most Voted
- C. Certifications
- D. Distance
- E. Assigned Cases Most Voted
- F. Availability Today Most Voted
- G. Partner Hours

Answer: ABEF

NEW QUESTION 43

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- A. Set the Agent Experience (What agents see in their Workspace inbox)
- B. Define Assignment Rules (How to assign work items)
- C. Define Work Item Queues (Where to route)
- D. Configure Service Channels (What to route)

Answer: B

NEW QUESTION 44

How many outbound email accounts are supported in Customer Service Management?

- A. One
- B. Unlimited
- C. Two
- D. One per business service

Answer: A

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=8c8a948f1bc3cc50ada243f6fe4bcba4

NEW QUESTION 47

Which role must B2B and B2C customers obtain, at a MINIMUM, to have access to a ServiceNow instance?

- A. External (snc_external)
- B. Account Contact (sn_cusiometservice.accounti_contactf)
- C. Cusiomer(sn_customerservice.customer)
- D. Case Creator (sn_customer service, case creator)

Answer: A

Explanation:

<https://vceguide.com/which-role-must-b2b-and-b2c-customers-obtain-at-a-minimum-to-access-to-a-servicenow-instance/>

NEW QUESTION 50

Which service catalogs are available out-of-the-box in the customer portals? (Choose two.)

- A. Partner Service
- B. Customer Service
- C. Consumer Service
- D. Product Service

Answer: AB

NEW QUESTION 52

Which one is NOT a dependency for the Customer Service Plugin?

- A. Task Activities
- B. Skills Management
- C. Openframe
- D. Communities

Answer: D

NEW QUESTION 56

From a service provider's perspective, is the following a product or an asset? A cable modem model that the service provider sells.

- A. Product
- B. Asset

Answer: A

Explanation:

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

NEW QUESTION 60

Proactive Customer Service Operations works Event Management to proactively monitor and fix issues affecting customers. It can also trigger case workflow's and enable organizations to notify customers whose services or products are impacted by an outage or issue. What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

- A. Proactive Prevention
- B. Service-Aware Install Base Most Voted
- C. Service Reporting
- D. Proactive Case Most Voted
- E. Service-Aware CMDB
- F. Service Monitoring

Answer: BDF

NEW QUESTION 64

Which of the following are correct for parent/child synchronization? (Choose two.)

- A. Multiple child cases can be managed from a parent case as in Major Issue Management
- B. The Administrator can choose which fields to synchronize from parent to child cases
- C. Parent to child cases can be synchronized regardless of which state the case is in
- D. The property to synchronize parent to child cases is automatically enabled

Answer: AC

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html>

NEW QUESTION 69

What is the primary output from the Requirements Gathering workshop?

- A. Schedules
- B. Use Cases
- C. Stories
- D. Personas

Answer: C

NEW QUESTION 73

Contextual Search framework is used for providing Knowledge search results in which of these scenarios?

- A. Entering question in portal only
- B. Record Producer only
- C. Both portal question entry and Record Producer
- D. None of the above

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/madrid-platform-administration/page/administer/contextualsearch/concept/c_DefineContextualSearch.html

NEW QUESTION 76

What are the advantages of leading indicators over lagging indicators? (Choose two.)

- A. Hard to influence
- B. Prospective Most Voted
- C. Retrospective
- D. Easy to influence

Answer: BD

NEW QUESTION 80

Service-aware Install Base consists of which entities? (Choose three.)

- A. Installed Products
- B. Install Base Items
- C. Assets
- D. Sold Products
- E. Configuration Items

Answer: ABD

NEW QUESTION 84

Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

- A. Open an incident
- B. Viewing knowledge articles
- C. Live chat
- D. Consumer self-registration

Answer: D

Explanation:

Source: <https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html>

NEW QUESTION 87

Now Create provides a prescriptive methodology, leading practices, and accelerators to help with ServiceNow implementations and upgrades How many sequential project phases and exit gates are there in the Now Create Methodology?

- A. Four
- B. Three
- C. Six
- D. Five

Answer: D

Explanation:

E-book see 223. <https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/222>

NEW QUESTION 88

Which roles can propose a case as a Major Case candidate? (Choose three.)

- A. Proxy contact (sn_customerservice.proxy_contact)
- B. Customer case manager (sn_customerservice.customer_case_manager)
- C. Customer service manager (sn_customerservice_manager) Most Voted
- D. Customer service agent (sn_customerservice_agent) Most Voted
- E. Major issue manager (sn_majorissue_mgt.major_issue_manager)

Answer: CDE

NEW QUESTION 89

What's the purpose of the Deactivate Special Handling Notes Scheduled Job?

- A. Runs at the end of the month and deactivates all Special Handling notes more than 30 days old
- B. Runs weekly and must have the Active checkbox unchecked in order for Special Handling notes to be deleted by the end of the week
- C. Runs on demand by the System Admin who must set specific weekly schedules and set only those that are priority 1-critical to be deactivated
- D. Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html

NEW QUESTION 90

Which feature sends an email notification containing a list of relevant knowledge articles to the case submitter and watchlist users associated with the case whenever a case is created?

- A. Trending Topics

- B. Auto-Responder
- C. Proactive Customer Service Operations
- D. Self-Service Analytics

Answer: B

NEW QUESTION 95

Entitlements are counted using two types of units:

- A. SLAs and contracts
- B. Days and assets
- C. Cases and products
- D. Hours and cases

Answer: D

NEW QUESTION 98

What are the Forum User Types? (Choose three.)

- A. Admin
- B. Registered
- C. Public
- D. Custom
- E. Moderator

Answer: BCE

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-communities/concept/communities-permissions.html>

NEW QUESTION 99

Partner admin (sn_customerservice.partner_admin) contacts have access to:

- A. Their customer account
- B. Their partner accounts
- C. Both
- D. Neither

Answer: C

NEW QUESTION 102

Which of the following are best practice with regard to data imports? (Choose two.)

- A. When importing to multiple instances import to each instance separately.
- B. Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.
- C. Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.
- D. Images embedded in Knowledge Articles should be uploaded separately

Answer: CD

NEW QUESTION 104

Which of the following is a condition for matching rules?

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

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-rules.html>

NEW QUESTION 107

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. The role then becomes a parent responsibility
- D. Prevent the same role being used on different customer accounts

Answer: A

Explanation:

https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/t_CreateAResponsibilityDefinition.html

NEW QUESTION 109

What benefits does scoping an application bring? (Choose three.)

- A. CSM teams can move at their desired pace, independent of IT
- B. Provides CSM teams autonomy and control
- C. CSM application data and business logic is protected from changes by other applications
- D. Account records can be changed only while in the CSM scope
- E. Changes in different scopes can be addressed in a single update set

Answer: ABC

NEW QUESTION 114

The case digests feature includes which types of case communication? (Choose two.)

- A. Case Lifecycle Reports
- B. Case Action Summaries Most Voted
- C. Post Case Reviews Most Voted
- D. Case Post Mortem

Answer: BC

NEW QUESTION 117

What is a case?

- A. An individual record that handles and routes issues for internal users
- B. An Individual record that is used to identify and create automation opportunities
- C. An individual record that is used to identify and resolve a question or issue for an external customer
- D. An individual record that handles and resolves incidents for external customers

Answer: C

Explanation:

<https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/csm-cases-case-tasks-overview.html#:~:text=Customer%20service%20cases%20store%20information,work%20n%20ecessary%20to%20resolve%20cases.>

NEW QUESTION 122

If the CSM Demo Data Plugin has been installed what are two options either of which will prepare that instance to be used as part of the release path to production? (Choose two.)

- A. Zboot the instance
- B. Disable the Case Interceptor
- C. Remove the Demo Data via a HI Request
- D. Clone back to this instance from a valid instance

Answer: CD

Explanation:

<https://docs.servicenow.com/en-US/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/use-consumer-service-portal.html>

NEW QUESTION 125

Which roles are considered external? Choose 2 answers

- A. Partner Admin (sn_customerservice.partner_admin)
- B. partner_admin
- C. Customer Admin (sn_cuslomerservice.customet_admin)
- D. Customer Service Agent (sn_customerservice_agent)
- E. Consumer Support Agent (sn_customerservice.consumer_agent)

Answer: AB

NEW QUESTION 127

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

- A. The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
- B. The CMDB only tracks CIs, assets cannot be CIs
- C. While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs
- D. The CMDB tracks all assets as configuration items (CIs)

Answer: C

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/hardware-asset-management/concept/work-with-asset-ci.html>

NEW QUESTION 131

Advanced Work Assignment (AWA) automatically routes and assigns work items to agents based on which of the following rules? (Choose four.)

- A. Experience
- B. Skills
- C. Availability
- D. Shifts
- E. Capacity
- F. Products

Answer: BCDE

NEW QUESTION 136

ACME corporation wants to use ServiceNow CSM for supporting their customers through Twitter. What CSM entity would you recommend ACME to store the customer's Twitter profile details?

- A. Account
- B. Not supported
- C. Consumer
- D. Social Profile
- E. Personnel File

Answer: D

NEW QUESTION 141

Which roles can specify both skills and mandatory skills for cases and tasks? (Choose two.)

- A. Customer service manager (sn_customerservice_manager) Most Voted
- B. Customer service agent (sn_customerservice_agent) Most Voted
- C. Customer administrator (sn_customerservice.customer_admin)
- D. Partner (sn_customerservice.partner)

Answer: AB

NEW QUESTION 146

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

- A. True
- B. False

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_RolesInstalledWithCustomerService.html

NEW QUESTION 149

In the Customer Service Management space, what does the term asset management mean?

- A. Financial, contractual and inventory information of assets
- B. A set of business activities and processes used to track assets
- C. Tables in the Asset application
- D. Tracking products or services customers are using

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/assetmanagement/concept/c_AssetManagement.htm

NEW QUESTION 154

What action is required to enable agents to create an incident record for a case?

- A. They must be assigned with the read role for incident
- B. They must be assigned with the itil role
- C. They must be assigned with the snc_internal role
- D. They must be assigned with the sn_customerservice.itsm_contributor role

Answer: B

NEW QUESTION 159

What is the benefit of a phased release approach?

- A. Team members schedules are able to synchronize
- B. More time to develop stories
- C. Working across multiple systems of record
- D. Delivery of core functionality quickly

Answer: D

NEW QUESTION 163

Which roles are considered external? (Choose two.)

- A. Consumer Support Agent (sn_customerservice.consumer_agent)
- B. Customer Admin (sn_customerservice.customer_admin) Most Voted
- C. Partner Admin (sn_customerservice.partner_admin) Most Voted
- D. Customer Service Agent (sn_customerservice_agent)

Answer: BC

NEW QUESTION 165

In the Customer Service Management space what defines the term asset?

- A. A physical item
- B. A specific product instance supported for a customer
- C. A product that a company supports
- D. A resource that allows a business service

Answer: B

NEW QUESTION 167

User criteria records may be applied to which knowledge items?

- A. Knowledge Base
- B. Knowledge Base and Category
- C. Knowledge Base and Article
- D. Knowledge Base, Category and Article

Answer: C

Explanation:

https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

NEW QUESTION 170

Predictive Intelligence improves triage quality by eliminating the guesswork. Predictive Intelligence supports which of the following decisions? (Choose two.)

- A. Case Escalation
- B. Case State
- C. Case Categorization
- D. Case Prioritization

Answer: CD

Explanation:

Reference: <https://www.servicenow.com/products/predictive-intelligence.html>

NEW QUESTION 171

In Workspace Chat, agents have the ability to use quick actions to work more efficiently. What action does the /r quick action perform?

- A. Routes the chat towards another group
- B. Uses response templates to Insert as text in a conversation
- C. Rolls up the current chat history towards an existing case
- D. Rejects an incoming chat and moves it automatically to the general queue

Answer: B

NEW QUESTION 174

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: BD

Explanation:

Source: https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

NEW QUESTION 175

Information in the Case Field 'Contact' is copied to which Incident Field?

- A. Contact
- B. User
- C. Customer
- D. Caller

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/csm-integration-sm-incident.html>

NEW QUESTION 179

What determines how an escalation request is processed?

- A. Escalation Rule
- B. Escalation Template
- C. Escalation Severity
- D. Escalation Justification

Answer: B

NEW QUESTION 182

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

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

Answer: ACD

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION 186

Out-of-box, which functionality handles state transitioning for case management?

- A. Business Rules
- B. Flows
- C. Workflows
- D. State Flows

Answer: D

NEW QUESTION 188

Why does the implementation team need to deliver core functionality to the customer as quickly as possible?

- A. To expand the technical reach
- B. To facilitate the requirement gathering during the workshops
- C. To complete any complex customizations early enough
- D. To realize near-term ROI (Return on Investment)

Answer: D

NEW QUESTION 191

External content integration is important for agents to be able to access knowledge articles from external sources. ALL external sources must be:

- A. webDAV-compliant
- B. Web-based
- C. WebDAV-versioned
- D. Web-configurable

Answer: A

NEW QUESTION 192

What is the purpose of the Guided Decisions capability?

- A. Provide agents with an escalation guide
- B. Guide agents through account management
- C. Dynamically guide agents to help resolve complex cases
- D. Provide agents with a knowledge guide

Answer: C

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/concept/guided-decisions.html>

NEW QUESTION 197

Customer service agents can use Agent Assist to search for information from an interaction. BY DEFAULT, what are the available search sources? (Choose three.)

- A. Knowledge articles
- B. Service catalog
- C. Communities
- D. Consumer service portal
- E. Customer service portal

Answer: ABC

NEW QUESTION 200

Which application must be activated to enable customers to check in on-line for future appointments?

- A. Business Location
- B. Walk-Up Experience
- C. Field Service Management
- D. Service Organization

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/task/csm-walkup-enable-appt-booking.html>

NEW QUESTION 202

When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed? Choose 2 answers

- A. Choose the NLU service provider
- B. In the NLU Settings configure the Entity confidence threshold
- C. Enable NLU in Virtual Agent
- D. In the NLU Settings configure the Intent confidence threshold

Answer: AC

NEW QUESTION 207

Which solution must be implemented to let a breakdown dashboard appear as a pop-up window on the case form?

- A. Service Analytics
- B. In-form Analytics Most Voted
- C. Case Spotlight
- D. CSM Prediction Results

Answer: B

NEW QUESTION 211

When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

- A. Social Channels
- B. Social Profiles
- C. Social Logs
- D. Work notes
- E. Additional comments

Answer: C

NEW QUESTION 214

When working with communication channels, what inbound email flows are available by default? (Choose two.)

- A. Create case for product
- B. Create case for asset
- C. Update case from forward email
- D. Create case from email
- E. Update case using reply

Answer: DE

NEW QUESTION 217

External customers can view the problem, change, and request records associated with their customer service cases from the Customer and Consumer Service Portals. What can they approve in relation to cases via the portals?

- A. Change Records and Request Records
- B. Request Records and Escalations
- C. Problem Records and Incident Records
- D. Problem Records and Escalations

Answer: A

NEW QUESTION 218

Installing the Customer Service Management plugin activates:

- A. Only one other plugin - Field Service Management Plugin
- B. No other Plugins
- C. Only two other plugins - Portal and Case Management
- D. Many other plugins at the same time

Answer: D

NEW QUESTION 219

What happens to a case whenever the state of one of the associated IT Service Management records (incident, problem, change) is updated?

- A. The case action status changes to Related Task Updated
- B. The case escalates to an assignment group as defined in the default escalation template
- C. The case work notes are updated automatically
- D. The case displays a special handling note highlighting the update

Answer: C

Explanation:

<https://docs.servicenow.com/en-US/bundle/vancouver-it-service-management/page/product/problem-management/concept/sync-btwn-inci-prob.html>

NEW QUESTION 220

What should be emphasized when designing solutions? (Choose three.)

- A. Minimize customizations
- B. Focus Out-of-the-box functionality
- C. Design for Scalability
- D. Mobile friendly functionality

Answer: BCD

NEW QUESTION 225

Depending on which CSM workspace you are operating within, certain steps can be applied to configure the form header. Which of the following is correct regarding form headers in the CSM Configurable workspace?

- A. The form headers secondary values can only be displayed above the ribbon components
- B. The form header's secondary values can be displayed in the contextual side panel instead of above the ribbon components
- C. The form header for the case form can display five levels of field values from the case table
- D. The form header's primary values can be displayed in the contextual side panel instead of above the ribbon components

Answer: B

NEW QUESTION 229

What are the three main components that make up Proactive Customer Service Operations?
Choose 3 answers

- A. proactive Case
- B. Service-Aware Install Base
- C. Service-Aware CMDB
- D. Proactive Prevention
- E. Service Reporting
- F. Service Monitoring

Answer: ABE

NEW QUESTION 230

As an agent you can report a knowledge gap, if you cannot find relevant articles that could help resolve a case. Which action is required to create the knowledge gap?

- A. Document the knowledge gap in the case work notes and escalate the case
- B. Use Related Links on the case form to report a knowledge gap
- C. Post a question in one of the various Customer Service Management knowledge bases
- D. Use the Create Knowledge button on the case form to report a knowledge gap

Answer: B

NEW QUESTION 234

What is the equivalent of NOT selecting any group, when configuring multiple active configurations of OpenFrame?

- A. Selecting all the groups
- B. Selecting none of the groups
- C. Missing configuration
- D. Misconfigured

Answer: A

NEW QUESTION 237

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

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

Answer: B

NEW QUESTION 242

What one of the following is optional when creating a Catalog workflow?

- A. Publishing the workflow
- B. Defining workflow activities
- C. Approving the workflow
- D. Managing workflow versions

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/workflowadministration/task/t_CrtWkflwNewSvcCtlgltm.html

NEW QUESTION 244

Which feature enables employees to request support for themselves and for external customers?

- A. Account Management
- B. Responsibility Definitions
- C. Contributor Users
- D. Business Locations

Answer: C

NEW QUESTION 246

What module is used to create Case Record Producers?

- A. Case Record Producers
- B. Edit Records
- C. Record Producers
- D. Maintain Records

Answer: C

NEW QUESTION 249

To which entities can Special Handling Notes be applied out of the box?

- A. Consumer
- B. Entitlement
- C. Sold Product

Answer: A

NEW QUESTION 251

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