

# 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://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/plugins/concept/c_ServiceNowPlugins.html)

[https://store.servicenow.com/sn\\_appstore\\_store.do#!/store/aboutus](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](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 me 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](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](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](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](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](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%20necessary%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](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](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](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](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#c](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html#c)

**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 worn 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](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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