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QUESTION 1

What determines how an escalation request is processed?

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

Correct Answer: B

QUESTION 2

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

Correct Answer: A

QUESTION 3

Which knowledge records can be configured with User Criteria?

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

Correct Answer: D

QUESTION 4

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

Correct Answer: B

QUESTION 5

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

Correct Answer: B

QUESTION 6

When configuring email in Communication Channels, how many outgoing email addresses are supported?

- A. One
- B. Two
- C. Three
- D. Unlimited

Correct Answer: D

QUESTION 7

In the '\\Action Status\\' column on a case list, what could a blue indicator dot mean?

- A. Needs attention
- B. Blocked internally
- C. Blocked externally
- D. Work in progress

Correct Answer: A

QUESTION 8

In case management, Parent Child Synchronization allows for which of the following:

- A. Enabling the Customer Service agent to create cases so that all the children cases can be managed by managing the parent case
- B. Parent cases to automatically generate child cases when all fields are filled out thus synchronized auto-population
- C. Child cases to be separated from Parent cases and will not be synchronized automatically
- D. Synchronization of all child cases as well as children of child cases on all levels

Correct Answer: A

QUESTION 9

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

Correct Answer: D

QUESTION 10

Which of the following statements is correct when the '\\Contact Local Time\\' field is enabled in a case form?

- A. The field is not based of the customers profile time zone
- B. The field is active in the base form
- C. The field is always based on the system time zone
- D. Agents can use the field to identify if it is the right time to contact customer

Correct Answer: A

QUESTION 11

What role does the Engagement Manager play before the Workshop? (Choose two.)

- A. Project Manager
- B. Acts as intermediary
- C. Provides answers to technical problems
- D. Assists with technical requirements

Correct Answer: AD

QUESTION 12

What are the different resource matching methods on the Matching Rule form? (Choose four.)

- A. Simple
- B. Advanced
- C. Selection Criteria
- D. Skill
- E. Affinity
- F. Scripted

Correct Answer: ABCF

QUESTION 13

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

Correct Answer: B

QUESTION 14

What is the most efficient way to get cases to be dosed automatically after a few days?

- A. Set the property glide.auto.close.cases resolved to true
- B. Create a workflow associated with cases with a timer that changes the state after a few days
- C. Create a Scheduled job that looks at the resolved_at date
- D. Activate the Auto Close Resolved Cases flow

Correct Answer: D

QUESTION 15

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

Correct Answer: CD

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