

CIS-CSM^{Q&As}

Certified Implementation Specialist - Customer Service Management

Pass ServiceNow CIS-CSM Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/cis-csm.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by ServiceNow Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

What module is used to create Case Record Producers?

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

Correct Answer: C

QUESTION 2

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

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

Correct Answer: B

QUESTION 3

What are the types of units used to measure entitlements? (Choose two.)

- A. Hours
- B. Contract
- C. Cost
- D. Case

Correct Answer: AD

QUESTION 4

From which places in ServiceNow can a customer service agent [sn_customerservice_agent] create a case? (Choose three.)

- A. Account
- B. Incident
- C. Customer Service Application
- D. Special Handling Note
- E. Chat

Correct Answer: ACE

QUESTION 5

A customer service agent wants to escalate an account but is unable to use the Escalate Account related link on the Account form. What could be the reasons why the customer service agent is not able to use it? (Choose two.)

- A. No escalation approval flow is configured
- B. The parent account of the account to be escalated is not active
- C. The customer service agent is not assigned with the escalation requester role
- D. The account already has an open escalation record

Correct Answer: AC

[Latest CIS-CSM Dumps](#)

[CIS-CSM PDF Dumps](#)

[CIS-CSM Practice Test](#)