

CIS-CSM^{Q&As}

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QUESTION 1

The assignment workbench uses configurable matching criteria to evaluate agents in a selected group and provide an overall ranking. What are the different types of criteria available for the assignment workbench? (Choose three.)

- A. Correlation
- B. Availability
- C. Scripted
- D. Simple Match
- E. Aggregate

Correct Answer: CDE

QUESTION 2

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

Correct Answer: D

QUESTION 3

Based on which out-of-box attributes can Special handling Notes be applied to cases? (Choose three.)

- A. Service Contract
- B. Install Base Item
- C. Product
- D. Account
- E. Contact

Correct Answer: CDE

QUESTION 4

What are the recommended good practices when running implementation workshops? (Choose three.)

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

Correct Answer: ADE

QUESTION 5

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

Correct Answer: D

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