CIS-CSM^{Q&As}

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QUESTION 1

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

A. When one support group reaches capacity the work item is automatically routed to another group

B. Uses matching and assignment rules to send work items to the agent with the highest availability

C. Routes cases to different groups based on their skill set and availability

D. Uses matching and assignment rules to send work items to the agent with the most capacity

Correct Answer: A

QUESTION 2

Assignment workbench enables customer service managers to assign tasks to agents via configurable criteria known as Matching Rules. Which out-of-the-box configurable criteria can be used? (Choose three.)

A. Assigned Cases

B. Agent Affinity

C. Availability Today

D. Matching Skills

E. Agent History

Correct Answer: ACD

QUESTION 3

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

Correct Answer: D

QUESTION 4

Which of the following allows you to install out-of-the-box Customer Service Management applications within your ServiceNow instance? (Choose two.)

A. XML unloads

B. Plugins

C. Store Apps

D. Update Sets

Correct Answer: BC

QUESTION 5

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

Correct Answer: BCDE

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