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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

Customer Service Trending Topics is a capability that enables companies to use Predictive Intelligence to quickly pinpoint factors driving up case volume and act to mitigate them. Which of the following would be a benefit of using Predictive Intelligence Customer Service Trending Topics?

- A. Eliminate the need for more traditional performance analytics
- B. Auto-generate clusters of cases that point to similar underlying issues
- C. Create root cause solutions for similar cases
- D. A guaranteed reduction in call volume per month

Correct Answer: B

QUESTION 3

What is required to synchronize fields from a parent to a child case(s)?

- A. The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
- B. Major Issue Management needs to be installed and certain properties enabled
- C. No action required, this is a standard Customer Service Management feature
- D. The role of sn_customerservice.customer_case_manager must be assigned

Correct Answer: C

QUESTION 4

What features are included with the Customer Service Portal? (Choose three.)

- A. Header with links for different customer activities such as creating a case
- B. Search feature to get information from several repositories
- C. Links to information sources such as the knowledge base, community and customer support
- D. Links to marketing promotions and product coupons
- E. The ability to create new accounts

Correct Answer: ACE

QUESTION 5

To which entities can Special Handling Notes be applied out of the box?

- A. Consumer
- B. Entitlement
- C. Sold Product

Correct Answer: A

QUESTION 6

Which of the following is a condition for matching rules?

- A. Agent domain
- B. Assignment
- C. Switching
- D. Specific case attributes

Correct Answer: B

QUESTION 7

An entitlement defines the types of support a customer receives. Entitlements are based on a number of standard fields such as product and asset. When Proactive Customer Service Operations is implemented which additional fields could be used? (Choose two.)

- A. Contact

- B. Configuration Item
- C. Business Service
- D. Install base item
- E. Sold product

Correct Answer: CD

QUESTION 8

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 9

Which social media channels are NOT available out-of-box?

- A. Facebook
- B. Twitter
- C. LinkedIn
- D. All of the above
- E. None of the above

Correct Answer: E

QUESTION 10

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 work notes and escalate the case
- B. Post a question in one of the various Customer Service Management knowledge bases

C. Use Related Links on the case form to report a knowledge gap

D. Use the Create Knowledge button on the case form to report a knowledge gap

Correct Answer: C

QUESTION 11

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 12

What are Special Handling Notes used for?

A. Bring important information about individual records to an agent's attention

B. For agents to view articles and attach them to a case

C. To ensure customers get the service they are entitled to receive

D. Help agents identify in which time zone a contact is located

Correct Answer: A

QUESTION 13

The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which role is responsible for creating the unique registration code for each account?

A. Customer Service Manager (sn_customerservice_manager)

B. System administrator (admin)

- C. Service organization administrator (sn_customerservice.service_organization_admin)
- D. Customer admin (sn_customerservice.customer_admin)

Correct Answer: A

QUESTION 14

Which capabilities does the integration with Microsoft Outlook add-in offer? (Choose two.)

- A. Escalate a case on the add-m panel of Outlook
- B. Register the sender of an email as contact
- C. As the Microsoft Outlook user, register yourself as self-contributor
- D. Create cases using email content in Outlook for the customer contact

Correct Answer: AC

QUESTION 15

Access to a Knowledge base or Article can be restricted based on a customer's assets and the product models using which of the following?

- A. Knowledge Product Entitlements
- B. Data Policy
- C. ACL
- D. User Criteria

Correct Answer: D

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