

# CIS-CSM<sup>Q&As</sup>

Certified Implementation Specialist - Customer Service Management

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**QUESTION 1**

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

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**QUESTION 2**

Which roles are considered external? (Choose two.)

- A. Consumer Support Agent (sn\_customerservice.consumer\_agent)
- B. Customer Admin (sn\_customerservice.customer\_admin)
- C. Partner Admin (sn\_customerservice.partner\_admin)
- D. Customer Service Agent (sn\_customerservice\_agent)

Correct Answer: BC

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**QUESTION 3**

Which application must be activated to enable customers to check in on-line for future appointments?

- A. Business Location
- B. Walk-Up Experience
- C. Field Service Management
- D. Service Organization

Correct Answer: B

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**QUESTION 4**

Contextual Search framework is used for providing Knowledge search results in which of these scenarios?

- A. Entering question in portal only

- B. Record Producer only
- C. Both portal question entry and Record Producer
- D. None of the above

Correct Answer: B

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**QUESTION 5**

Which of the following roles have permission to create a relationship between a contact and an account? (Choose two.)

- A. sn\_customerservice\_agent
- B. sn\_customerservice.customer\_admin
- C. sn\_customerservice.partner\_admin
- D. sn\_customerservice\_manager
- E. admin

Correct Answer: BE

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