# CIS-CSM$^{Q\&As}$

## Certified Implementation Specialist - Customer Service Management

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**QUESTION 1**

What action is required to enable agents to create an incident record for a case?

A. They must be assigned with the read role for incident

B. They must be assigned with the itil role

C. They must be assigned with the snc_internal role

D. They must be assigned with the sn_customerservice.itsm_contributor role

Correct Answer: C

**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**

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 4**

Agents and managers cannot create knowledge articles from Community questions.

A. True

B. False

Correct Answer: B

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**QUESTION 5**

What criteria can be used to determine when a new inbound case should be opened?

A. When a new customer is created

B. When an internal problem occurs

C. When a customer has a question or issue to resolve

D. When we have new marketing material for a customer

Correct Answer: C

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