

CIS-CSM^{Q&As}

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QUESTION 1

How many outbound email accounts are supported in Customer Service Management?

- A. One
- B. Unlimited
- C. Two
- D. One per business service

Correct Answer: A

QUESTION 2

What should be part of the pre-engagement collateral?

- A. Frequently Asked Questions (FAQ)
- B. Scoping Guide
- C. Customer Service roles template
- D. Stock Keeping Unit (SKU) and pricing sheet

Correct Answer: C

QUESTION 3

Upon self-registration through the Consumer Service Portal, a record is created in: (Choose two.)

- A. Contact (customer_contact)
- B. Consumer User (csm_consumer-user)
- C. Consumer (csm_consumer)
- D. CSM User (csm_user)

Correct Answer: BC

QUESTION 4

HOTSPOT

Match the business rule to its function in the Self-Service Portal.

Hot Area:

Answer Area

After registration request submittal, shows info message to user

	▼
Display rule	
Display request message	
validate_registration	
Update account based on reg code	

Shows message to remind users to enter a correct registration code

	▼
Display rule	
Display request message	
validate_registration	
Update account based on reg code	

Validates registration code and assigns account based on the registration code

	▼
Display rule	
Display request message	
validate_registration	
Update account based on reg code	

Checks if the registration is valid based on the user's email address

	▼
Display rule	
Display request message	
validate_registration	
Update account based on reg code	

Correct Answer:

Answer Area

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	▼
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Update account based on reg code	

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

QUESTION 5

Matching rules enhance assignment capability by _____.

- A. Matching best agent by availability
- B. Providing dynamic matching of cases to groups or individuals
- C. Determining if account is a customer or partner
- D. Matching best agent by skill

Correct Answer: A

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