

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

Certified Implementation Specialist - Customer Service Management

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**QUESTION 1**

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

- A. True
- B. False

Correct Answer: A

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**QUESTION 2**

Which of the following features are specific to CSM Workspaces and will not be found in the Platform UI view? (Choose two.)

- A. Special handing notes
- B. Lookup and verify
- C. Related search
- D. Agent assist

Correct Answer: BD

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**QUESTION 3**

During which Now Create stage are workshops conducted?

- A. Execute
- B. Initiate
- C. Deliver
- D. Plan
- E. Close

Correct Answer: D

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**QUESTION 4**

What is the purpose of the sidebar feature in CSM Configurable Workspace?

- A. Enables agents to keep information regarding details of the case visible at all times
- B. Enables agents to access response templates to help them resolve cases faster and more efficiently

- C. To enable agents to collaborate with other agents or Subject Matter Experts (SMEs) in real-time for faster case resolution
- D. Enables managers to discreetly monitor chats between agents and customers

Correct Answer: B

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**QUESTION 5**

How are ServiceNow's out-of-the-box Customer Service Management applications packaged? (Choose two.)

- A. Store Apps
- B. Update Sets
- C. Through private scopes
- D. Plugins

Correct Answer: AD

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**QUESTION 6**

When creating or importing assets for CSM, model categories are used to: (Choose three.)

- A. Define whether a Configuration Item (CI) is created when an Asset record is created or vice versa
- B. Group assets together
- C. Build a classification structure for product models
- D. Model the configuration options for each product model being sold to customers
- E. Define a link between Asset classes and Configuration Item (CI) classes

Correct Answer: ADE

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**QUESTION 7**

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

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**QUESTION 8**

What is the equivalent of NOT selecting any group, when configuring multiple active configurations of OpenFrame?

- A. Selecting all the groups
- B. Selecting none of the groups
- C. Missing configuration
- D. Misconfigured

Correct Answer: A

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**QUESTION 9**

Customer service agents can use Agent Assist to search for information from an interaction. BY DEFAULT, what are the available search sources? (Choose three.)

- A. Knowledge articles
- B. Service catalog
- C. Communities
- D. Consumer service portal
- E. Customer service portal

Correct Answer: ABC

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**QUESTION 10**

What is a case?

- A. An individual record that handles and resolves incidents for external customers
- B. An individual record that is used to identify and create automation opportunities
- C. An individual record that is used to identify and resolve a question or issue for an external customer
- D. An individual record that handles and routes issues for internal users

Correct Answer: C

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**QUESTION 11**

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

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**QUESTION 12**

Which table must be extended when creating a new case type?

- A. Case (sn\_customerservice\_case)
- B. Case Task (sn\_customerservice\_case\_task)
- C. Task (task)
- D. Case Type (sn\_case\_type)

Correct Answer: A

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**QUESTION 13**

Proactive Customer Service Operations works Event Management to proactively monitor and fix issues affecting customers. It can also trigger case workflow's and enable organizations to notify customers whose services or products are impacted by an outage or issue. What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

- A. Proactive Prevention
- B. Service-Aware Install Base
- C. Service Reporting
- D. Proactive Case
- E. Service-Aware CMDB

F. Service Monitoring

Correct Answer: BDF

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**QUESTION 14**

Users with the sn\_customerservice.proxy\_contact role can do which of the following? (Choose two.)

- A. Manage cases on behalf of customer service agents
- B. Create cases on behalf of customers
- C. Manage requests on behalf of customer service agents
- D. Create requests on behalf of customers
- E. Manage major incident communication on behalf of a customer service manager

Correct Answer: BD

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**QUESTION 15**

From which places in ServiceNow can a customer service agent [sn\_customerservice\_agent] create a case? (Choose three.)

- A. Account
- B. Incident
- C. Customer Service Application
- D. Special Handling Note
- E. Chat

Correct Answer: ACE

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