Vendor: ServiceNow

Exam Code:CIS-CSM

Exam Name: Certified Implementation Specialist - Customer Service Management

Version: Demo

QUESTION 1

What is the purpose of a Catalog Item variable?

A. Grants the customer the opportunity to ask a question

B. Opens a wizard to help a customer fill in a case form

C. Guides a customer by providing hints on case forms

D. Allows the customer or consumer to qualify their answer

Correct Answer: D

QUESTION 2

Which roles can specify both skills and mandatory skills for cases and tasks? (Choose two.)

A. Customer service manager (sn_customerservice_manager)

B. Customer service agent (sn_customerservice_agent)

C. Customer administrator (sn_customerservice.customer_admin)

D. Partner (sn_customerservice.partner)

Correct Answer: AB

QUESTION 3

Advance Work Assignment assigns work to agents based on their availability, capacity, and skills. Agent Affinity enhances the Advanced Work Assignment process by adding additional agent details organized by affinity type. Which of these are these affinity types? (Choose three.)

A. Skill seniority

B. Account team responsibility

C. Historical

D. Related task

E. Product expertise

Correct Answer: BCD

QUESTION 4

What is the specific type of catalog item that allows users to create any type of task, such as cases, from the Service Catalog?

A. Request Item

B. Service Catalog Request

C. Record Producer

D. Catalog Item

Correct Answer: C

QUESTION 5

What are the types of units used to measure entitlements? (Choose two.)

A. Hours

B. Contract

C. Cost

D. Case

Correct Answer: AD

QUESTION 6

Agents and managers cannot create knowledge articles from Community questions.

A. True

B. False

Correct Answer: B

QUESTION 7

Which of the following child case states would cause parent - child case synchronization to fail? (Choose three.)

A. Resolved

B. In Progress

C. Awaiting Info

D. New

E. Closed

F. Cancelled

Correct Answer: CDE

QUESTION 8

Which of the following are channels? (Choose two.)

A. Contacts

B. Web

C. Chat

D. Article

Correct Answer: BC

QUESTION 9

What are the advantages of leading indicators over lagging indicators? (Choose two.)

A. Hard to influence

B. Prospective

C. Retrospective

D. Easy to influence

Correct Answer: CD

QUESTION 10

What are the characteristics of Knowledge Categories?

A. Shareable across KBs: Yes ; Multi-Level: No

B. Shareable across KBs: No ; Multi-Level: Yes

C. Shareable across KBs: No ; Multi-Level: No

D. Shareable across KBs: Yes ; Multi-Level: Yes

Correct Answer: B

QUESTION 11

Customer Service Management Administrators can delegate Contact Administration activities to specific contacts within accounts by assigning specific roles to one or more users. Which of the following roles, if assigned, would allow the user to create contacts?

A. Customer case manager (sn_customerservice.customer_case_manager)

B. Customer account manager (sn_customerservice.customer_account_manager)

C. Customer admin (sn_customerservice.customer_admin)

D. Customer (sn_customerservice.customer)

Correct Answer: B

QUESTION 12

In the Customer Service Management space what defines the term asset?

A. A physical item

B. A specific product instance supported for a customer

C. A product that a company supports

D. A resource that allows a business service

Correct Answer: B