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Vendor:ServiceNow

Exam Code:CIS-CSM

Exam Name:Certified Implementation Specialist -
Customer Service Management

Version:Demo

QUESTION 1

Viewing a customer's install base in the CSM Workspaces enables customer service agents to: (Choose two.)

- A. Close an upsell of related products and services not yet purchased by a customer
- B. See the detailed configurations of the products and services deployed for a customer to determine the action needed
- C. Trace Information provided in a case to the right product or service to which it relates
- D. Monitor related operational services and configuration items that affect service health

Correct Answer: BD

QUESTION 2

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

QUESTION 3

ACME corporation wants to use ServiceNow CSM for supporting their customers through Twitter. What CSM entity would you recommend ACME to store the customer's Twitter profile details?

- A. Account
- B. Not supported
- C. Consumer
- D. Social Profile
- E. Personnel File

Correct Answer: D

QUESTION 4

Installing the Customer Service Management plugin activates:

- A. Only one other plugin - Field Service Management Plugin
- B. No other Plugins
- C. Only two other plugins - Portal and Case Management
- D. Many other plugins at the same time

Correct Answer: D

QUESTION 5

What is the default value in the Channel field when a new case is opened by a customer in the Service Catalog, using the Customer Service Portal?

- A. Web
- B. Catalog
- C. Portal
- D. Virtual Agent

Correct Answer: A

QUESTION 6

If the CSM Demo Data Plugin has been installed what are two options either of which will prepare that instance to be used as part of the release path to production? (Choose two.)

- A. Zboot the instance
- B. Disable the Case Interceptor
- C. Remove the Demo Data via a HI Request
- D. Clone back to this instance from a valid instance

Correct Answer: CD

QUESTION 7

When activating the Customer Service Management Demo Data plugin, which case type is available besides product case?

- A. Order

- B. Contract
- C. FAQ
- D. Monitoring
- E. Request
- F. Billing

Correct Answer: A

QUESTION 8

In Advanced Work Assignment, what does the overflow assignment capability do, if defined?

- A. When one support group reaches capacity the work item is automatically routed to another group
- B. Uses matching and assignment rules to send work items to the agent with the highest availability
- C. Routes cases to different groups based on their skill set and availability
- D. Uses matching and assignment rules to send work items to the agent with the most capacity

Correct Answer: A

QUESTION 9

To which entities can Special Handling Notes be applied out of the box?

- A. Consumer
- B. Entitlement
- C. Sold Product

Correct Answer: A

QUESTION 10

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

QUESTION 11

From what places in SN can an agent create a case? (Choose three.)

- A. Customer Service Application
- B. Contact
- C. Account
- D. Chat

Correct Answer: ABC

QUESTION 12

Playbooks for CSM provide step-by-step guidance for resolving specific types of customer service cases. What are the three out-of-the-box playbooks for CSM? (Choose three.)

- A. Case playbook for Onboarding
- B. Case playbook for Services
- C. Case playbook for Product Support
- D. Case playbook for Complaints
- E. Case playbook for Billing

Correct Answer: ACD