ServiceNow CIS-CSM

SERVICENOW CIS-CUSTOMER SERVICE MANAGEMENT CERTIFICATION QUESTIONS & ANSWERS

Exam Summary – Syllabus – Questions

CIS-CSM

ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM)

60 Questions Exam – Duration of 90 minutes

www.ProcessExam.com

Table of Contents

Know Your CIS-CSM Certification Well:

The CIS-CSM is best suitable for candidates who want to gain knowledge in the ServiceNow CS. Before you start your CIS-CSM preparation you may struggle to get all the crucial Customer Service Management Implementation Specialist materials like CIS-CSM syllabus, sample questions, study guide.

But don't worry the CIS-CSM PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the CIS-CSM syllabus?
- How many questions are there in the CIS-CSM exam?
- Which Practice test would help me to pass the CIS-CSM exam at the first attempt?

Passing the CIS-CSM exam makes you ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM). Having the Customer Service Management Implementation Specialist certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

ServiceNow CIS-CSM Customer Service Management Implementation Specialist Certification Details:

Exam Name	ServiceNow Certified Implementation Specialist - Customer Service Management
Exam Code	CIS-CSM
Exam Fee	USD $450
Exam Duration	90 Minutes
Number of Questions	60
Passing Score	Pass / Fail
Format	Multiple Choice Questions
Books / Trainings	**Customer Service Management Implementation**
Schedule Exam	**Webassessor**
Sample Questions	**ServiceNow CIS-Customer Service Management Exam Sample Questions and Answers**
Practice Exam	**ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) Practice Test**

CIS-CSM Syllabus:

Topic	Details	Weights
Engagement Methodology and Project Planning	- Project Phases - Working with Clients	**5%**
Customer Service Management System Setup and Configuration	- Overview of CSM Application - CSM in ServiceNow - CSM Setup	**60%**
Customer Service Management Integration	- Integration Capabilities - Integration with 3rd Party Systems	**10%**
CSM Portal, Knowledge Management, Service Catalog, Communities and Performance Analytics	- CSM Portals - Knowledge Management - Service Catalog - Communities and Performance Analytics	**25%**

ServiceNow CIS-CSM Sample Questions:

Question: 1

A single piece of work to be handled by an agent, in Advance Work Assignment is called:

a) Work order
b) Interaction
c) Work unit
d) Work record
e) Work item

Answer: e

Question: 2

An _____ defines the type of support that a customer receives as well as the supported communication channels. Can be associated with a product, an asset, an account, or a contract.

a) Support contract
b) Entitlement
c) Service contract
d) Support form

Answer: b

Question: 3

Which of the following is included in an account relationship record?

(Select two)

a) A source account, selected in the Account From field
b) A target account, selected in the Account To field
c) A contact, selected in the Contact Name field
d) A location, selected in the Location field

Answer: a, b

Question: 4

What feature in the contextual side panel of the CSM Configurable Workspace enables an agent to create a contact or consumer?

a) Conversation Autopilot
b) Interaction Wrap-up
c) Lookup and verify
d) Scheduling

Answer: c

Question: 5

Which statement is NOT true about browser support for the ServiceNow CSM Workspaces?

a) Mobile phone browsers can also support the desktop version of the UI.
b) ServiceNow workspaces are supported by the latest public release of Chrome and Firefox.
c) Browser support varies for each version of the user interface.
d) ServiceNow workspaces do not support Internet Explorer or Microsoft Edge.

Answer: a

Question: 6

Which AWA service channels can be used by Customer Service Management?

(Select three)

a) Email
b) Walk-up
c) Chat
d) Case
e) Telephony

Answer: b, c, d

Question: 7

Which methodology is used by ServiceNow to manage Customer Service Management implementation projects?

a) Agile
b) SIM
c) Now Create
d) OCM

Answer: c

Question: 8

What is the final state of a case?

a) Resolved
b) Resolution Accepted
c) Completed
d) Closed

Answer: d

Question: 9

Which of the following actions CANNOT be taken from the CSM workspace form ribbon?

a) It enables agents to add/remove a customer or consumer record.
b) It enables agents to include a timeline and SLA details.
c) It enables agents to use links to place calls or create emails.
d) It can provide agents with a quick overview of the case details.

Answer: a

Question: 10

A forum can be configured in the following ways:

a) Secret
b) Membership
c) Private
d) Public

Answer: b, c, d

Study Guide to Crack ServiceNow Customer Service Management Implementation Specialist CIS-CSM Exam:

- Getting details of the CIS-CSM syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the CIS-CSM exam.

- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.

- Joining the ServiceNow provided training for CIS-CSM exam could be of much help. If there is specific training for the exam, you can discover it from the link above.

- Read from the CIS-CSM sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.

- Practicing on CIS-CSM practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for CIS-CSM Certification

Make ProcessExam.com your best friend during your ServiceNow Certified Implementation Specialist - Customer Service Management exam preparation. We provide authentic practice tests for the CIS-CSM exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual CIS-CSM exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the CIS-CSM exam.

Start Online Practice of CIS-CSM Exam by Visiting URL

https://www.processexam.com/servicenow/servicenow-certified-implementation-specialist-customer-service-management-cis-csm