servicenow

CIS-CSM

Certified Implementation Specialist

- Customer Service Management

# ServiceNow

## Exam CIS-CSM

## ServiceNow Certified Implementation Specialist - Customer Service Management Exam

**Version: 5.0**

**[ Total Questions: 101 ]**

**Question No : 1**

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

**Answer: A**

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

**Question No : 2**

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

**A.** The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
**B.** The CMDB only tracks CIs, assets cannot be CIs
**C.** While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs
**D.** The CMDB tracks all assets as configuration items (CIs)

**Answer: C**

**Question No : 3**

Which of the following roles cannot update a consumer's record?

**A.** sn_customerservice_agent
**B.** sn_customerservice_manager
**C.** sn_customerservice.consumer_agent
**D.** admin

**Answer: A**

**Explanation:** Explanation

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

customer-service-management/task/create-a-consumer-record.html

## Question No : 4

What do blue circles in the timeline of a case form represent?

**A.** Note
**B.** State
**C.** Activity
**D.** Comment

**Answer: B**

**Explanation:** Explanation

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

customer-service-management/reference/r_CustomerServiceCaseTimeline.html

## Question No : 5

Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

**A.** Open an incident
**B.** Viewing knowledge articles
**C.** Live chat
**D.** Consumer self-registration

**Answer: D**

**Question No : 6**

The available case types are: (Choose two.)

**A.** Product Support
**B.** Order
**C.** Product
**D.** Support

**Answer: B,D**

**Explanation:** Explanation

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

customer-service-management/concept/manage-csm-case-types.html

**Question No : 7**

Partner admin (sn_customerservice.partner_admin) contacts have access to:

**A.** Their customer account
**B.** Their partner accounts
**C.** Both
**D.** Neither

**Answer: C**

**Question No : 8**

Which of the following are true regarding integrating a ServiceNow Knowledge base with external content?

(Choose two.)

**A.** Imported external articles appear as attachments in ServiceNow
**B.** Only applications that allow WebDAV connections can be integrated
**C.** The imported article will have the same category it had in the source knowledge base
**D.** SharePoint blocks this integration

**Answer: B,C**

**Explanation:** Explanation

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledgemanagement/concept/knowledge-external-content-integration.html

## Question No : 9

Is the Customer Service Social Integration plugin (com.sn_cs_social) activated as part of the Customer Service Management plugin?

Options are :

**A.** Maybe
**B.** No
**C.** Yes
**D.** I don't know

**Answer: C**

## Question No : 10

Predictive Intelligence improves Case management by:

**A.** Predicting what values should have gone into empty fields in historical records
**B.** Reducing the number of records needed to accurately predict a value
**C.** Replacing legacy routing rules
**D.** Predicting Case values without manual intervention

**Answer: D**

## Question No : 11

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

**A.** Contacts

**B.** Web

**C.** Chat

**D.** Article

**Answer: B,C**

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

customer-service-management/concept/configure-csm-omni-channel.html

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## Question No : 12

The Customer Support Portal default configuration provides the following channels to interact with customers?

(Choose two.)

**A.** Web

**B.** Social

**C.** Chat

**D.** Email

**Answer: A,D**

**Explanation:** Explanation

Reference: https://docs.servicenow.com/bundle/madrid-customer-service-management/page/product/

customer-service-management/concept/c_CustomerPortalOverview.html

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## Question No : 13

Which of the following is a condition for matching rules?

**A.** Agent domain

**B.** Assignment

**C.** Switching

**D.** Specific case attributes

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**Answer: B**

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

customer-service-management/concept/case-assignment-matching-rules.html

## Question No : 14

Which of the following are true regarding the Community Portal application? (Choose two.)

**A.** It is available to any customer with a Community license
**B.** It is available by default with the Support and Service portals
**C.** It is only available to CSM license holders
**D.** Most of the configuration does not require System Administrator role

**Answer: A,C**

## Question No : 15

Which one is NOT a dependency for the Customer Service Plugin?

**A.** Task Activities
**B.** Skills Management
**C.** Openframe
**D.** Communities

**Answer: D**

## Question No : 16

Once a major case candidate is approved a major case is created. What then happens to the customer case?

**A.** The customer case becomes a child case of the major case
**B.** The customer case will be automatically closed
**C.** The customer case becomes the parent case of the major case
**D.** The customer case will automatically be related to a problem

**Answer: C**

## Question No : 17

Cost Information on cases is available as part of the Performance Analytics Content Pack for Customer Service.

**A.** True
**B.** False

**Answer: A**

**Explanation:** Explanation

Reference: https://docs.servicenow.com/bundle/london-customer-service-management/page/product/customer-service-management/task/view-csm-executive-dashboard.html

## Question No : 18

Predictive Intelligence improves triage quality by eliminating the guesswork. Predictive Intelligence supports which of the following decisions? (Choose two.)

**A.** Case Escalation
**B.** Case State
**C.** Case Categorization
**D.** Case Prioritization

**Answer: C,D**

**Explanation:** Explanation

Reference: https://www.servicenow.com/products/predictive-intelligence.html

## Question No : 19

What should be emphasized when designing solutions? (Choose three.)

**A.** Minimize customizations
**B.** Focus Out-of-the-box functionality
**C.** Design for Scalability
**D.** Mobile friendly functionality

**Answer: B,C,D**

## Question No : 20

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

**Answer: C,D**

## Question No : 21

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

**Answer: B**

**Explanation:** Explanation

Reference: https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/dssim.pdf (2)