ServiceNow CIS-CSM

SERVICENOW CIS-CUSTOMER SERVICE MANAGEMENT CERTIFICATION QUESTIONS & ANSWERS

Details of the Exam-Syllabus-Questions

CIS-CSM

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

60 Questions Exam – Duration of 90 minutes

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Get an Overview of the CIS-CSM Certification:

Who should take the **CIS-CSM exam**? This is the first question that comes to a candidate's mind when preparing for the CIS-Customer Service Management certification. The CIS-CSM certification is suitable for candidates who are keen to earn knowledge on the CS and grab their ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM). When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But CIS-CSM study guide PDF is here to solve the problem. CIS-CSM PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the ServiceNow CIS-CSM Certification?

There are several reasons why one should grab the CIS-CSM certification.

- The CIS-Customer Service Management certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the **ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM)** is a powerful qualification for a prosperous career.

What Is the ServiceNow CIS-CSM CIS-Customer Service Management Certification Exam Structure?

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**

Enhance Knowledge with CIS-CSM Sample Questions:

Question: 1

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: 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 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: 4

What is the final state of a case?

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

Answer: d

Question: 5

A forum can be configured in the following ways:

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

Answer: b, c, d

Question: 6

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: 7

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: 8

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: 9

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: 10

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

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

Answer: c

What Study Guide Works Best in Acing the ServiceNow CIS-CSM CIS-Customer Service Management Certification?

The CIS-CSM study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the CIS-Customer Service Management exam, getting in full touch of the **syllabus** is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the ServiceNow CIS-CSM training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a **PDF format** or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the ServiceNow CIS-CSM Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, CIS-CSM practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven CIS-CSM Practice Test for Success!!!

Do you want to pass the CIS-CSM exam on your first attempt? Stop worrying; we, ProcessExam.com are here to provide you the best experience during your ServiceNow Certified Implementation Specialist - Customer Service Management preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium **CIS-CSM practice tests**. Our expert-designed questions help you to improve performance and pass the exam on your first attempt.