



Actual exam question from ServiceNow's CIS-CSM

Question #: 1

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Agents and managers cannot create knowledge articles from Community questions.

A. True

B. False

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 2

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Information about a customer's service contract is found in Knowledge.

A. False

B. True

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 3

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 4

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are the conditions that matching rules are based on? (Choose two.)

- A. Agent resources best suited to work on a case
- B. Specific routing rules
- C. Filters set up in advanced work assignment
- D. Specific case attributes

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 5

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Matching rules enhance assignment capability by _____.

- A. Matching best agent by availability
- B. Providing dynamic matching of cases to groups or individuals
- C. Determining if account is a customer or partner
- D. Matching best agent by skill

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 6

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Special Handling Notes can apply to which one of the following based on specific attributes?

- A. Domain
- B. Contact
- C. Holiday
- D. VIP

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 7

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 8

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following is a condition for matching rules?

- A. Agent domain
- B. Assignment
- C. Switching
- D. Specific case attributes

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 9

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 10

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 11

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

- A. Apply Role by Customer
- B. Auto Assessment
- C. Change Update to Close
- D. Update Case Entitlement

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 12

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are the Critical Success Factors that are related to CSM Suite Implementations? (Choose four.)

- A. Define the Business Pain Points
- B. Provide consistent service to customers
- C. Have a clear understanding of the use cases
- D. Define the number of hours needed to develop the associated requirements
- E. Implementation is only as good as the underlying process

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 13

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 14

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What role does the Engagement Manager play before the Workshop? (Choose two.)

- A. Project Manager
- B. Acts as intermediary
- C. Provides answers to technical problems
- D. Assists with technical requirements

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 15

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 16

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Articles can provide the following: (Choose three.)

- A. Document current and known issues
- B. Provide answers and responses to common issues or questions
- C. Information about customer's service contract
- D. Share product information

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 17

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 18

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 19

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Access to a Knowledge base or Article can be restricted based on a customer's assets and the product models using which of the following? (Choose two.)

- A. Knowledge Product Entitlements
- B. Data Policy
- C. ACL
- D. User Criteria

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 20

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are some benefits that Knowledge Product Entitlement provide? (Choose three.)

- A. Reduces call volume
- B. Makes it easier for Agents to manage case volume
- C. Allows access to Knowledge Articles that are related to products owned by a customer
- D. Information about customer's service contract
- E. Focused product marketing

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 21

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 22

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

- A. Manage cases on behalf of customer service agents
- B. Create cases on behalf of customers
- C. Manage requests on behalf of customer service agents
- D. Create requests on behalf of customers
- E. Manage major incident communication on behalf of a customer service manager

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 23

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 24

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What one of the following is optional when creating a Catalog workflow?

- A. Publishing the workflow
- B. Defining workflow activities
- C. Approving the workflow
- D. Managing workflow versions

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 25

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What module is used to create Case Record Producers?

- A. Case Record Producers
- B. Edit Records
- C. Record Producers
- D. Maintain Records

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 26

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 27

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 28

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which social media channels are NOT available out-of-box?

- A. Facebook
- B. Twitter
- C. LinkedIn
- D. All of the above
- E. None of the above

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 29

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is the equivalent of NOT selecting any group, when configuring multiple active configurations of OpenFrame?

- A. Selecting all the groups
- B. Selecting none of the groups
- C. Missing configuration
- D. Misconfigured

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 30

Topic #: 1

[\[All CIS-CSM Questions\]](#)

How many outbound email accounts are supported in Customer Service Management?

- A. One
- B. Unlimited
- C. Two
- D. One per business service

Show Suggested Answer





NEW

Actual exam question from ServiceNow's CIS-CSM

Question #: 31

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are features of Customer Service Management? (Choose four.)

- A. Timed Audits
- B. Service Entitlements
- C. Demand Management
- D. Service Prospecting
- E. Real-time SLAs
- F. Service Contracts
- G. Skills-based routing

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 32

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are the Forum User Types? (Choose three.)

- A. Admin
- B. Registered
- C. Public
- D. Custom
- E. Moderator

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 33

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 34

Topic #: 1

[\[All CIS-CSM Questions\]](#)

If only one user reports a content for moderation, the content will be hidden.

A. True

B. False

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 35

Topic #: 1

[\[All CIS-CSM Questions\]](#)

The available case types are: (Choose two.)

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 36

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is required to enable the Follow the sun field on the Customer Service Case form?

- A. Nothing, it is a standard field
- B. The value property on the form must be set to true
- C. The plugin 'com.snc.csm_time_recording' needs to be activated
- D. The value property on the form must be set to true and the field added to the case form

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 37

Topic #: 1

[\[All CIS-CSM Questions\]](#)

In the Customer Service Management space, what does the term asset management mean?

- A. Financial, contractual and inventory information of assets
- B. A set of business activities and processes used to track assets
- C. Tables in the Asset application
- D. Tracking products or services customers are using

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 38

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 39

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Major Issue Management uses which one of the following capabilities?

- A. Governance Risk and Control
- B. Targeted Communications
- C. Asset management
- D. Record producers

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 40

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is required to synchronize fields from a parent to a child case(s)?

- A. The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
- B. Major Issue Management needs to be installed and certain properties enabled
- C. No action required, this is a standard Customer Service Management feature
- D. The role of sn_customerservice.customer_case_manager must be assigned

Show Suggested Answer



Actual exam question from ServiceNow's CIS-CSM

Question #: 41

Topic #: 1

[\[All CIS-CSM Questions\]](#)

HOTSPOT -

Match the definitions for roles relationships.

Answer Area

A customer account, a partner account, or both.

A supported external customer that, sells and supports one or more customers.

A member of an account.

A person who purchases goods and services for personal use.

Show Suggested Answer



Actual exam question from ServiceNow's CIS-CSM

Question #: 42

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following functions can be completed when using the Field Service Management Application on a mobile device offline? (Choose three.)

- A. Manage requests
- B. Execute assigned tasks
- C. Close work orders
- D. Manage cases
- E. Manage assets

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 43

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Information in the Case Field 'Contact' is copied to which Incident Field?

- A. Contact
- B. User
- C. Customer
- D. Caller

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 44

Topic #: 1

[\[All CIS-CSM Questions\]](#)

How many active OpenFrame configurations can you have on an instance?

- A. 2
- B. Unlimited
- C. 1
- D. 3

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 45

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are common types of application record data that are imported during a CSM data migration? (Choose two.)

- A. Knowledge Article
- B. Accounts
- C. Chat
- D. Case

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 46

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which are the key self-service functions of the Customer Support Portal? (Choose three.)

- A. Community
- B. Knowledge Base
- C. Open An Incident
- D. Service Catalog

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 47

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

- A. Contacts
- B. Web
- C. Chat
- D. Article

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 48

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 49

Topic #: 1

[\[All CIS-CSM Questions\]](#)

The Customer Support Portal default configuration provides the following channels to interact with customers? (Choose two.)

- A. Web
- B. Social
- C. Chat
- D. Email

Show Suggested Answer



Actual exam question from ServiceNow's CIS-CSM

Question #: 50

Topic #: 1

[\[All CIS-CSM Questions\]](#)

HOTSPOT -

Match the business rule to its function in the Self-Service Portal.

Answer Area

After registration request submittal, shows info message to user

Display rule

Display request message

validate_registration

Update account based on reg code

Shows message to remind users to enter a correct registration code

Display rule

Display request message

validate_registration

Update account based on reg code

Validates registration code and assigns account based on the registration code

Display rule

Display request message

validate_registration

Update account based on reg code

Checks if the registration is valid based on the user's email address

Display rule

Display request message

validate_registration

Update account based on reg code

Show Suggested Answer



Actual exam question from ServiceNow's CIS-CSM

Question #: 51

Topic #: 1

[\[All CIS-CSM Questions\]](#)

The ServiceNow Communities feature is only available for customers with ServiceNow Customer Services Management licenses.

A. True

B. False

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 52

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

A. B2C

B. B2B

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 53

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 54

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What criteria can be used to determine when a new inbound case should be opened?

- A. When a new customer is created
- B. When an internal problem occurs
- C. When a customer has a question or issue to resolve
- D. When we have new marketing material for a customer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 55

Topic #: 1

[\[All CIS-CSM Questions\]](#)

From a service provider's perspective, is the following a product or an asset?

A cable modem model that the service provider sells.

A. Product

B. Asset

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 56

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Entitlements specify the level of service provided to customers.

A. False

B. True

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 58

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following are best practice with regard to data imports? (Choose two.)

- A. When importing to multiple instances import to each instance separately.
- B. Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.
- C. Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.
- D. Images embedded in Knowledge Articles should be uploaded separately.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 59

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

A. True

B. False

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 60

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is the purpose of the Guided Decisions capability?

- A. Provide agents with an escalation guide
- B. Guide agents through account management
- C. Dynamically guide agents to help resolve complex cases
- D. Provide agents with a knowledge guide

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 61

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which feature enables you to quickly identify high-priority tasks based on multiple dimensions, not just by a single field value like priority?

- A. Case Performance
- B. Case Analytics
- C. Case Digest
- D. Case Spotlight

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 62

Topic #: 1

[\[All CIS-CSM Questions\]](#)

During which Now Create stage are workshops conducted?

- A. Execute
- B. Initiate
- C. Deliver
- D. Plan
- E. Close

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 63

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which application must be activated to enable customers to check in on-line for future appointments?

- A. Business Location
- B. Walk-Up Experience
- C. Field Service Management
- D. Service Organization

[Show Suggested Answer](#)



Actual exam question from ServiceNow's CIS-CSM

Question #: 64

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are some of the influencing factors that will help determine the type of customer support desk structure required? (Choose four.)

- A. Knowledge and skills required for agents
- B. Geographical location of customer
- C. Languages spoken by agents
- D. Number and type of support tools available
- E. Number of customer service portals used
- F. Number of agents required

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 65

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 66

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 67

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What's the purpose of the Deactivate Special Handling Notes Scheduled Job?

- A. Runs at the end of the month and deactivates all Special Handling notes more than 30 days old
- B. Runs weekly and must have the Active checkbox unchecked in order for Special Handling notes to be deleted by the end of the week
- C. Runs on demand by the System Admin who must set specific weekly schedules and set only those that are priority 1-critical to be deactivated
- D. Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 68

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What does the Agent Whisper function do?

- A. Lets agents and chat supervisors have a conversation without the requester knowing
- B. Lets the chat supervisors have a conversation with the requester without the agent knowing
- C. Lets agents have chat conversations with other agents without the requester knowing
- D. Lets agents and requesters have a conversation without the chat supervisor knowing

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 69

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Upon self-registration through the Consumer Service Portal, a record is created in: (Choose two.)

- A. Contact (customer_contact)
- B. Consumer User (csm_consumer-user)
- C. Consumer (csm_consumer)
- D. CSM User (csm_user)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 70

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Who can create a customer service case from a community discussion? (Choose two.)

- A. Customer service agent (sn_customerservice_agent)
- B. Proxy case creator (sn_customerservice.proxy_case_creator)
- C. Partner (sn_customerservice.partner)
- D. Case Viewer (sn_customerservice.case_viewer)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 71

Topic #: 1

[\[All CIS-CSM Questions\]](#)

The assignment workbench uses configurable matching criteria to evaluate agents in a selected group and provide an overall ranking. What are the different types of criteria available for the assignment workbench? (Choose three.)

- A. Correlation
- B. Availability
- C. Scripted
- D. Simple Match
- E. Aggregate

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 72

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Asset classes are defined to allow for logical grouping of assets. There are five asset classes provided to group assets, each Asset class provides unique functionality for that group of Assets in the platform. Which of the following are the asset classes used? (Choose five.)

- A. Hardware assets
- B. Facility assets
- C. Configuration assets
- D. Software licenses assets
- E. Enterprise Software assets
- F. Network assets
- G. Consumables assets

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 73

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following best describes how the CSM application uses the Asset table?

- A. CSM uses the Product table instead of the ITSM Asset table
- B. CSM uses the Product Model table instead of the ITSM Asset table
- C. ServiceNow uses the same Asset table for both CSM and ITSM, however CSM has a different subset of fields
- D. Because CSM Assets are managed differently from ITSM Assets ServiceNow uses different Asset Tables for CSM than it does for ITSM

Show Suggested Answer



Actual exam question from ServiceNow's CIS-CSM

Question #: 74

Topic #: 1

[\[All CIS-CSM Questions\]](#)

A consumer service agent receives and accepts a case which was created by a consumer. The agent needs and requests more information from the consumer. After receiving the information, the agent proposes a solution that is accepted by the consumer. Given this scenario, what is the chronological order of case states used to manage this case?

- A. New > Work in Progress > On Hold > Work in Progress > Resolved > Closed
- B. New > Open > Work in Progress > Solution Proposed > Closed
- C. Open > Pending > Work in Progress > Resolved > Closed
- D. New > Open > Awaiting Info > Open > Resolved > Closed

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 75

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are the types of matching criteria for Customer Service? (Choose four.)

A. Matching Skills

B. Last Assigned

C. Certifications

D. Distance

E. Assigned Cases

F. Availability Today

G. Partner Hours

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 76

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is a supported external customer that, in turn, sells to and supports one or more customers?

- A. Partner
- B. Account
- C. Contact
- D. Consumer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 77

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Customer Service Trending Topics is a capability that enables companies to use Predictive Intelligence to quickly pinpoint factors driving up case volume and act to mitigate them. Which of the following would be a benefit of using Predictive Intelligence Customer Service Trending Topics?

- A. Eliminate the need for more traditional performance analytics
- B. Auto-generate clusters of cases that point to similar underlying issues
- C. Create root cause solutions for similar cases
- D. A guaranteed reduction in call volume per month

Show Suggested Answer



Actual exam question from ServiceNow's CIS-CSM

Question #: 78

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which ServiceNow applications can be integrated out-of-the-box with CSM? (Choose three.)

- A. Service Portfolio Management
- B. Project Management
- C. DevOps
- D. Risk Management
- E. ITOM Event Management

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 79

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following are benefits that may be gained from using communities? (Choose three.)

- A. Reduce support costs
- B. Engagement with Customers
- C. Get product feedback
- D. Reduce cost per sales
- E. Increase marketing effectiveness

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 80

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is a case?

- A. An individual record that handles and resolves incidents for external customers
- B. An individual record that is used to identify and create automation opportunities
- C. An individual record that is used to identify and resolve a question or issue for an external customer
- D. An individual record that handles and routes issues for internal users

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 81

Topic #: 1

[\[All CIS-CSM Questions\]](#)

External content integration is important for agents to be able to access knowledge articles from external sources. ALL external sources must be:

- A. WebDAV-versioned
- B. Web-configurable
- C. WebDAV-compliant
- D. Web-based

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 82

Topic #: 1

[\[All CIS-CSM Questions\]](#)

An Account Relationship is based on a defined account relationship type. Users with the System Administrator role can define two types of relationships: (Choose two.)

- A. Partner-to-customer
- B. Account-to-customer
- C. Account-to-account
- D. Customer-to-Consumer
- E. Partner-to-account

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 83

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which knowledge records can be configured with User Criteria?

- A. Knowledge Base
- B. Knowledge Base and Category
- C. Knowledge Base, Category and Article
- D. Knowledge Base and Article

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 84

Topic #: 1

[\[All CIS-CSM Questions\]](#)

When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed? (Choose two.)

- A. Choose the NLU service provider
- B. In the NLU Settings configure the Intent confidence threshold
- C. Enable NLU in Virtual Agent
- D. In the NLU Settings configure the Entity confidence threshold

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 85

Topic #: 1

[\[All CIS-CSM Questions\]](#)

An entitlement defines the types of support a customer receives. Entitlements are based on a number of standard fields such as product and asset. When Proactive Customer Service Operations is implemented which additional fields could be used? (Choose two.)

- A. Contact
- B. Configuration Item
- C. Business Service
- D. Install base item
- E. Sold product

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 86

Topic #: 1

[\[All CIS-CSM Questions\]](#)

When implementing Knowledge Product Entitlements, what is enabled when activating the Enable access control of Knowledge Articles system property?

- A. Allows access to knowledge articles based on customer's security access
- B. Allows access to knowledge articles that are related to entitlements owned by a customer
- C. Allows access to multi-product line knowledge articles
- D. Allows access to knowledge articles that are related to products owned by a customer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 87

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 88

Topic #: 1

[\[All CIS-CSM Questions\]](#)

In Agent Workspace Chat, Agents have the ability to use quick actions to work more efficiently. What action does the /r quick action perform?

- A. Rejects an incoming chat and moves it automatically to the "General" queue
- B. Routes the chat towards another group
- C. Uses response templates to insert as text in a conversation
- D. Rolls up the current chat history towards an existing case

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 89

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Name a security benefit gained from using scoped applications:

- A. Prevents changes to tables without explicit permission from IT
- B. Prevents third party integrations
- C. Limits accessibility to other applications in the instance
- D. Limits the number of update sets that can be applied

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 90

Topic #: 1

[\[All CIS-CSM Questions\]](#)

The CSM application has a feature that can be used to filter records in CSM-related tables which are accessible by users with CSM roles. This feature makes it unnecessary to create business logic for those persona access the data. What is this feature?

- A. CSM Query Rules
- B. Data Policies
- C. Filtered Lists
- D. Access Types

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 91

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 92

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which role must B2B and B2C customers obtain, at a MINIMUM, to access to a ServiceNow instance?

- A. External (snc_external)
- B. Account Contact (sn_customerservice.account_contact)
- C. Customer (sn_customerservice.customer)
- D. Case Creator (sn_customerservice.case_creator)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 93

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

- A. Close Cases in Resolved state
- B. Auto Close Resolved Cases
- C. Resolved to Close State
- D. Move Resolved Cases to Closed

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 94

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What role can be assigned to employees who are not fulfillers, such as those in sales and services, or do not have other CSM-specific roles, but have a need to create cases on behalf of customers?

- A. Consumer (sn_customservice.consumer)
- B. Customer (sn_suctomservice.customer)
- C. External (snc_external)
- D. Proxy Contact (sn_customservice.proxy_contact)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 95

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Proactive Customer Service Operations works Event Management to proactively monitor and fix issues affecting customers. It can also trigger case workflow's and enable organizations to notify customers whose services or products are impacted by an outage or issue. What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

- A. Proactive Prevention
- B. Service-Aware Install Base
- C. Service Reporting
- D. Proactive Case
- E. Service-Aware CMDB
- F. Service Monitoring

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 96

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which roles are considered external? (Choose two.)

- A. Consumer Support Agent (sn_customerservice.consumer_agent)
- B. Customer Admin (sn_customerservice.customer_admin)
- C. Partner Admin (sn_customerservice.partner_admin)
- D. Customer Service Agent (sn_customerservice_agent)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 97

Topic #: 1

[\[All CIS-CSM Questions\]](#)

The default configuration automatically closes resolved Cases after how many days?

- A. 5 days
- B. Cases are not automatically closed by default
- C. 3 days
- D. 10 days

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 98

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

- A. Triggered SLAs
- B. Activity updates
- C. Customer comments
- D. State changes

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 99

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What are the different resource matching methods on the Matching Rule form? (Choose four.)

- A. History
- B. Scripted
- C. Advanced
- D. Simple
- E. Skill
- F. Selection Criteria

[Show Suggested Answer](#)



Actual exam question from ServiceNow's CIS-CSM

Question #: 100

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-CSM

Question #: 101

Topic #: 1

[\[All CIS-CSM Questions\]](#)

External customers can view the problem, change, and request records associated with their customer service cases from the Customer and Consumer Service Portals. Which of the following can they approve in relation to cases via the portals?

- A. Request Records and Escalations
- B. Change Records and Request Records
- C. Problem Records and Escalations
- D. Problem Records and Incident Records

Show Suggested Answer



Actual exam question from ServiceNow's CIS-CSM

Question #: 102

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 103

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Based on which out-of-box attributes can Special handling Notes be applied to cases? (Choose three.)

- A. Service Contract
- B. Install Base Item
- C. Product
- D. Account
- E. Contact

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 104

Topic #: 1

[\[All CIS-CSM Questions\]](#)

As an agent you can report a knowledge gap, if you cannot find relevant articles that could help resolve a case. Which action is required to create the knowledge gap?

- A. Document the knowledge gap in the case work notes and escalate the case
- B. Post a question in one of the various Customer Service Management knowledge bases
- C. Use Related Links on the case form to report a knowledge gap
- D. Use the Create Knowledge button on the case form to report a knowledge gap

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 105

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What feature does the Product Model and Catalog Items Relationship plugin enable?

- A. Agents are automatically proposed catalog items related to the chosen product on the case form
- B. Consumers can track what products they have purchased via the catalog
- C. It provides a contextual service catalog based on the customer's subscribed services
- D. Customer service managers can track the financial cost of customer's subscribed services and the related requests

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 106

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What happens to a case whenever the state of one of the associated IT Service Management records (incident, problem, change) is updated?

- A. The case escalates to an assignment group as defined in the default escalation template
- B. The case work notes are updated automatically
- C. The case action status changes to Related Task Updated
- D. The case displays a special handling note highlighting the update

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 107

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Application Scoping from a security perspective brings the following benefits: (Choose two.)

- A. Improves instance security by limiting access to other applications on the instance
- B. Scoped applications prevent versioning for complex instances
- C. Scoping hold the records and acts as a container for the desired CSM applications
- D. Scoped applications limits autonomy and control of all aspects of the CSM application

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 108

Topic #: 1

[\[All CIS-CSM Questions\]](#)

How can multiple service catalogs be made available on the Customer Service Portal?

- A. Include them in the list of service catalogs on the Customer Service Portal record
- B. Add them to the list of service catalogs in the Customer Service Portal header widget options
- C. Only the Customer Service service catalog can be used on the Customer Service Portal
- D. Create user criteria for each of the applicable service catalogs

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 109

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Now Create provides a prescriptive methodology, leading practices, and accelerators to help with ServiceNow implementations and upgrades. How many sequential project phases and exit gates are there in the Now Create Methodology?

- A. Three
- B. Five
- C. Four
- D. Six

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 110

Topic #: 1

[\[All CIS-CSM Questions\]](#)

From which one of the following can an agent create a CSM Case:

- A. Human Resource Application
- B. Incident Management
- C. Chat
- D. Special Handling Note

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 111

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Using the out-of-the-box major issue management process flow, a consumer service agent proposes an existing case in the Open state as a major case candidate. The major case candidate has a consumer defined and is approved by the customer service manager What happens to the major case candidate?

- A. The major case candidate becomes a major case
- B. A new major case is created and the major case candidate is added as a child to the major case
- C. The major case candidate requires an approval from the major issue manager
- D. The major case candidate is closed and a new major case is created

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 112

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What types of escalation templates can be created? (Choose two.)

- A. Case
- B. Sold Product
- C. Consumer
- D. Account

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 114

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is the specific type of catalog item called that allows users to create task-based records, such as case records, from the Service Catalog?

- A. Request Item
- B. Record Producer
- C. Catalog Processor
- D. Case Template

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 115

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Out-of-box, which functionality handles state transitioning for case management?

- A. Workflows
- B. State Flows
- C. Business Rules
- D. Flows

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 116

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following are benefits of customer access management? (Choose two.)

- A. It defaults the responsibility for access management to the customer service agent.
- B. It increases security by automatically providing access to case information based on account hierarchy
- C. It increases automation by automatically granting access to cases based on access to sold product
- D. It improves the customer experience by enabling related parties to track and collaborate on cases.
- E. It defaults the responsibility for access management to the customer.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 117

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

- A. Hard to influence
- B. Prospective
- C. Retrospective
- D. Easy to influence

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 118

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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)

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 119

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is knowledge article versioning?

- A. A content tracker for knowledge articles
- B. A knowledge article publishing guide
- C. The ability to manage and track article updates
- D. A knowledge article numbering guide

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 120

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Service providers use business models to support their various customers. What type of customer is supported with the Business-to-Consumer (B2C) model?

- A. Individuals
- B. Partners
- C. Contacts
- D. Accounts

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 121

Topic #: 1

[\[All CIS-CSM Questions\]](#)

When configuring email in Communication Channels, how many outgoing email addresses are supported?

- A. One
- B. Two
- C. Three
- D. Unlimited

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 122

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following roles have permission to create a relationship between a contact and an account? (Choose two.)

- A. sn_customerservice_agent
- B. sn_customerservice.customer_admm
- C. sn_customerservice.partner_admin
- D. sn_customerservice_manager
- E. admin

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 123

Topic #: 1

[\[All CIS-CSM Questions\]](#)

In CSM Asset Management has a different meaning than in ITSM or Corporate Finance Which of the following defines Asset Management in CSM?

- A. The process of developing, operating, maintaining, upgrading, and disposing of assets in me most cost-effective manner
- B. A generic activity or process responsible for tracking and reporting the value and ownership of assets throughout their lifecycle
- C. Asset management has different use cases for tracking specific products or services customers are using
- D. It includes all of the data crucial to support customers as efficiently as possible

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 124

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is KCS (Knowledge Centered Services)?

- A. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management
- B. A documented methodology to provide a set of best practices for creating and maintaining knowledge
- C. A dashboard with specific visualization of the different knowledge bases and categories
- D. An application that helps agents and managers to create cases from Knowledge articles

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 125

Topic #: 1

[\[All CIS-CSM Questions\]](#)

When creating or importing assets for CSM, model categories are used to: (Choose three.)

- A. Define whether a Configuration Item (CI) is created when an Asset record is created or vice versa
- B. Group assets together
- C. Build a classification structure for product models
- D. Model the configuration options for each product model being sold to customers
- E. Define a link between Asset classes and Configuration Item (CI) classes

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 126

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 127

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Benefits of Proactive Customer Service Operations include: (Choose two.)

- A. Reduced inbound calls from customers
- B. Reduction in staff turnover
- C. Major cases can be eliminated as there will be no Impact to customers
- D. Reduced Mean Time To Resolve (MTTR)
- E. Guaranteed increase in customer satisfaction

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 128

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What features are included with the Customer Service Portal? (Choose three.)

- A. Header with links for different customer activities such as creating a case
- B. Search feature to get information from several repositories
- C. Links to information sources such as the knowledge base, community and customer support
- D. Links to marketing promotions and product coupons
- E. The ability to create new accounts

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 129

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What does NLU stand for?

- A. Natural-Learning Userability
- B. Natural-Language Understanding
- C. Natural-Learning URL
- D. Natural-Language URL

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 130

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Out-of-the-box, cases are automatically closed after how many days?

- A. 3 days
- B. 5 days
- C. 10 days
- D. Cases are not automatically closed by default

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 131

Topic #: 1

[\[All CIS-CSM Questions\]](#)

When are any changes to the platform considered a customization?

- A. When they require an implementation spread across all project phases
- B. If they are NOT applied through the usage of built-in tools on the Now Platform
- C. When they are solely implemented for a custom application
- D. When there are business demands for custom functionality that is not offered out-of-the-box

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 132

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which solution must be implemented to let a breakdown dashboard appear as a pop-up window on the case form?

- A. Service Analytics
- B. In-form Analytics
- C. Case Spotlight
- D. CSM Prediction Results

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 133

Topic #: 1

[\[All CIS-CSM Questions\]](#)

The case digests feature includes which types of case communication? (Choose two.)

- A. Case Lifecycle Reports
- B. Case Action Summaries
- C. Post Case Reviews
- D. Case Post Mortem

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 134

Topic #: 1

[\[All CIS-CSM Questions\]](#)

By default what can customers with the customer (sn_customerservice.customer) role see on the customer service portal? (Choose three.)

- A. Assets
- B. Publications
- C. Products
- D. Contacts
- E. Contracts

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 135

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which feature allows an agent to copy reusable messages to case or task forms to provide quick and consistent messages to users?

- A. Quick Messages
- B. Quick Actions
- C. Response Templates
- D. Templates

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 136

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 137

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which capabilities does the integration with Microsoft Outlook add-in offer? (Choose two.)

- A. Escalate a case on the add-m panel of Outlook
- B. Register the sender of an email as contact
- C. As the Microsoft Outlook user, register yourself as self-contributor
- D. Create cases using email content in Outlook for the customer contact

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 138

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 139

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which service catalogs are available out-of-the-box in the customer portals? (Choose two.)

- A. Partner Service
- B. Customer Service
- C. Consumer Service
- D. Product Service

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 140

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 141

Topic #: 1

[\[All CIS-CSM Questions\]](#)

From a security perspective, scoping brings several benefits: (Choose two.)

- A. Improves instance security by limiting accessibility to other applications on the instance
- B. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals
- C. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- D. The scope holds the records and acts as a container for the desired Customer Service Management Applications

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 142

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- A. Set the Agent Experience (What agents see in their Workspace inbox)
- B. Define Assignment Rules (How to assign work items)
- C. Define Work Item Queues (Where to route)
- D. Configure Service Channels (What to route)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 143

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What action can be performed by a Partner Admin (sn_customerservice.partner_admin) and NOT by a Partner (sn_customerservice partner) in the Customer Service Portal?

- A. Can view assets belonging to their partner accounts
- B. Can create, view, and edit cases for their partner accounts
- C. Can resolve cases reported by their partner accounts
- D. Can create and update contacts for their partner accounts

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 144

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What is a household entity?

- A. Group of users that usually share a common address and use services as a group
- B. Group of people that usually share a common address and use services as a group
- C. Group of customers that usually share a common address and use services as a group
- D. Group of consumers that usually share a common address and use services as a group

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 145

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Why does the implementation team need to deliver core functionality to the customer as quickly as possible?

- A. To expand the technical reach
- B. To facilitate the requirement gathering during the workshops
- C. To complete any complex customizations early enough
- D. To realize near-term ROI (Return on Investment)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 146

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Assignment workbench enables customer service managers to assign tasks to agents via configurable criteria known as Matching Rules. Which out-of-the-box configurable criteria can be used? (Choose three.)

- A. Assigned Cases
- B. Agent Affinity
- C. Availability Today
- D. Matching Skills
- E. Agent History

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 147

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Regarding Account Teams, what is the purpose of marking a role as 'unique'?

- A. The role then becomes a child responsibility
- B. Ensure there is a dedicated account manager for that account
- C. The role then becomes a parent responsibility
- D. Prevent the same role being used on different customer accounts

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 148

Topic #: 1

[\[All CIS-CSM Questions\]](#)

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)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 149

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following statements is correct when the 'Contact Local Time' field is enabled in a case form?

- A. The field is not based of the customers profile time zone
- B. The field is active in the base form
- C. The field is always based on the system time zone
- D. Agents can use the field to identify if it is the right time to contact customer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 150

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following roles can update a consumer's record? (Choose two.)

- A. Consumer Support Agent {sn_customerservice.consumer_agent}
- B. Customer Service Manager (sn_customerservice_manager)
- C. Customer Service Agent (sn_customerservice_agent)
- D. Customer (sn_customerservice.customer)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 151

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which CSM Configurable Workspace feature enables agents to quickly view records in the contextual side panel without switching tabs?

- A. Contextual Search
- B. Agent Assist
- C. Dynamic Related Records
- D. Record Information

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 152

Topic #: 1

[\[All CIS-CSM Questions\]](#)

With the Auto Close Resolved Cases flow enabled, and using its default settings, when will a reminder be sent to a non-responsive customer?

- A. After 3 days
- B. After 5 days
- C. After 1 day
- D. After 7 days

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 153

Topic #: 1

[\[All CIS-CSM Questions\]](#)

The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which role is responsible for creating the unique registration code for each account?

- A. Customer Service Manager (sn_customerservice_manager)
- B. System administrator (admin)
- C. Service organization administrator (sn_customerservice.service_organization_admin)
- D. Customer admin (sn_customerservice.customer_admin)

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-CSM

Question #: 154

Topic #: 1

[\[All CIS-CSM Questions\]](#)

What action is required to enable agents to create an incident record for a case?

- A. They must be assigned with the read role for incident
- B. They must be assigned with the itil role
- C. They must be assigned with the snc_intemal role
- D. They must be assigned with the sn_customerservice.itsm_contributor role

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 155

Topic #: 1

[\[All CIS-CSM Questions\]](#)

In the 'Action Status' column on a case list what could a red indicator dot mean? (Choose two.)

- A. Blocked by approval
- B. Blocked by case task
- C. Blocked internally and by customer
- D. Blocked by internally

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 156

Topic #: 1

[\[All CIS-CSM Questions\]](#)

Which of the following are correct for parent/child synchronization? (Choose two.)

- A. Multiple child cases can be managed from a parent case as in Major Issue Management
- B. The Administrator can choose which fields to synchronize from parent to child cases
- C. Parent to child cases can be synchronized regardless of which state the case is in
- D. The property to synchronize parent to child cases is automatically enabled

Show Suggested Answer





Actual exam question from ServiceNow's CIS-CSM

Question #: 157

Topic #: 1

[\[All CIS-CSM Questions\]](#)

When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

- A. Social Channels
- B. Social Profiles
- C. Social Logs
- D. Work notes
- E. Additional comments

Show Suggested Answer

