

HOME EXAMTOPICS PRO POPULAR EXAMS VIEW ALL EXAMS DOWNLOAD FREE COURSES CONTACT FORUM

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.



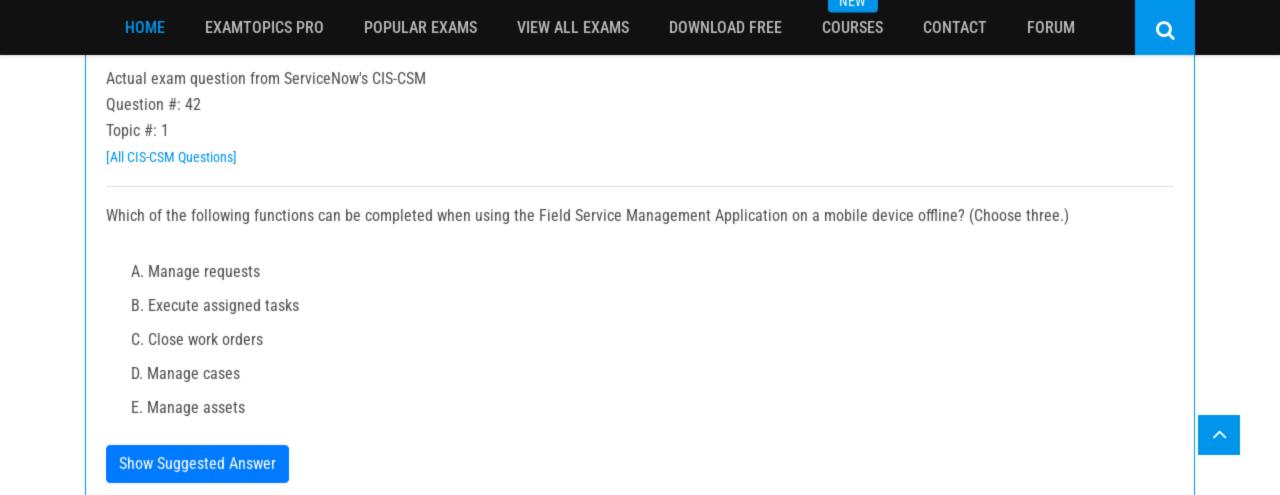
A member of an account.

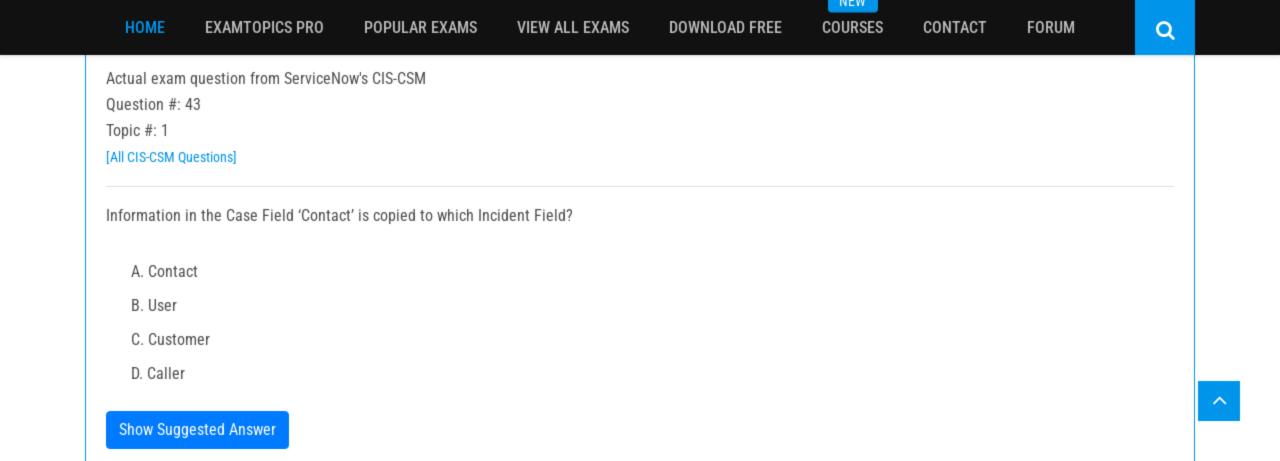


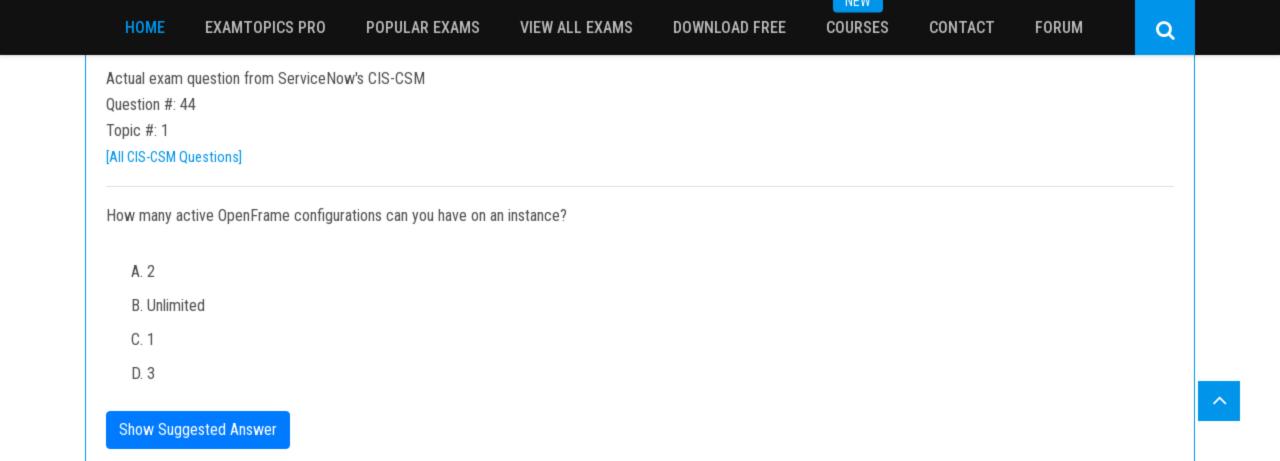
A person who purchases goods and services for personal use.

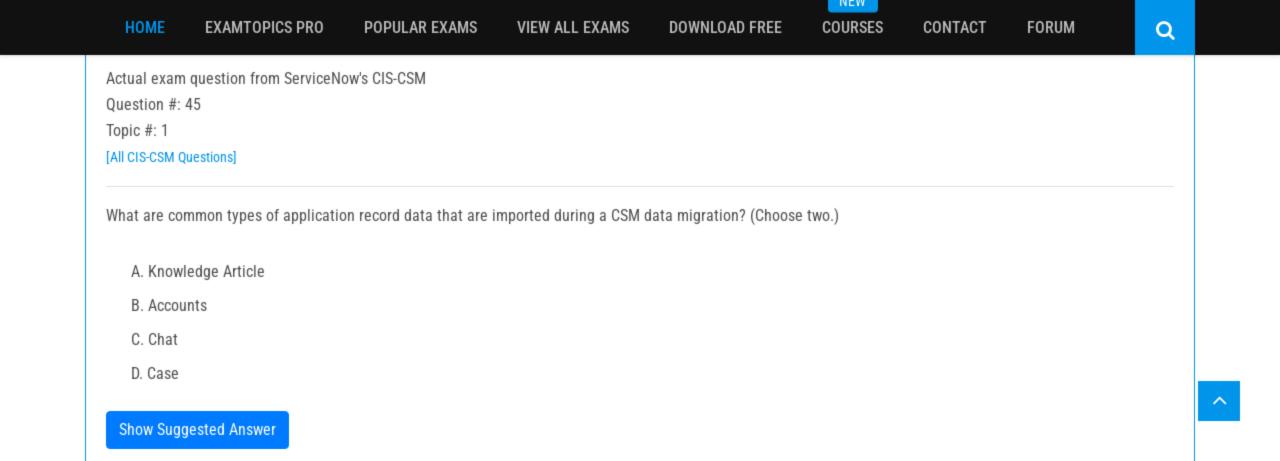


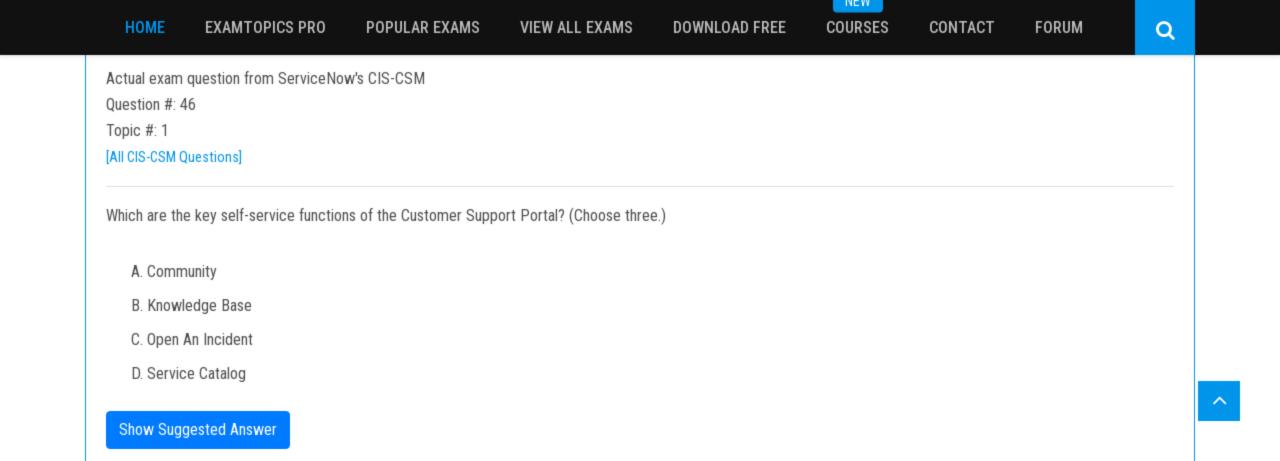
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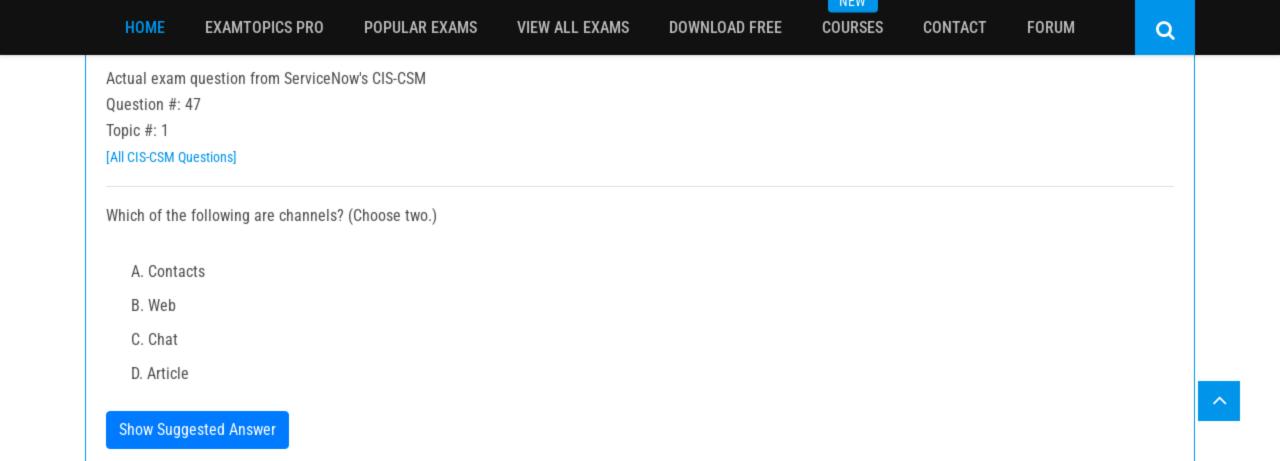


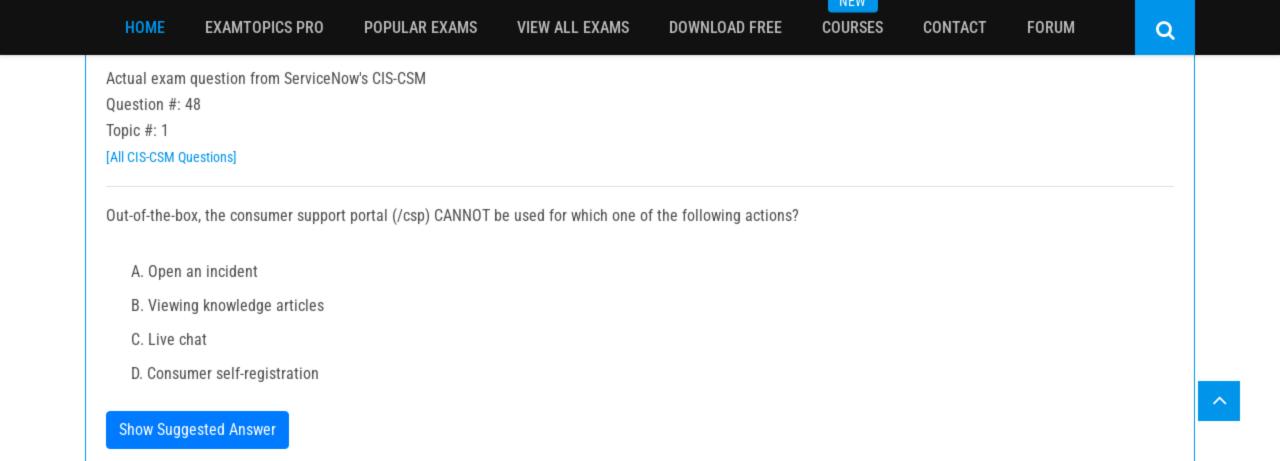


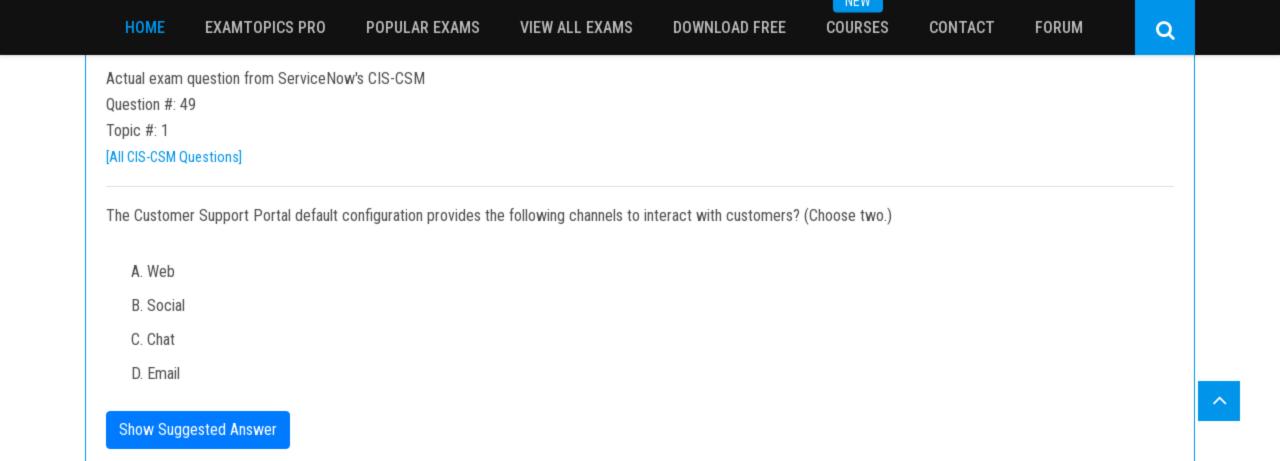












HOME EXAMTOPICS PRO POPULAR EXAMS VIEW ALL EXAMS DOWNLOAD FREE COURSES CONTACT FORUM

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

Shows message to remind users to enter a correct registration code

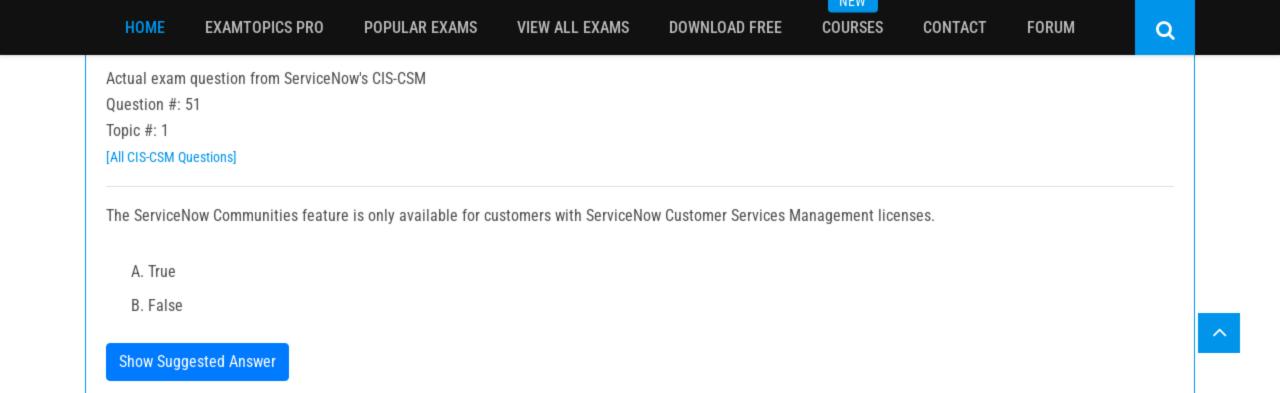
Validates registration code and assigns account based on the registration code

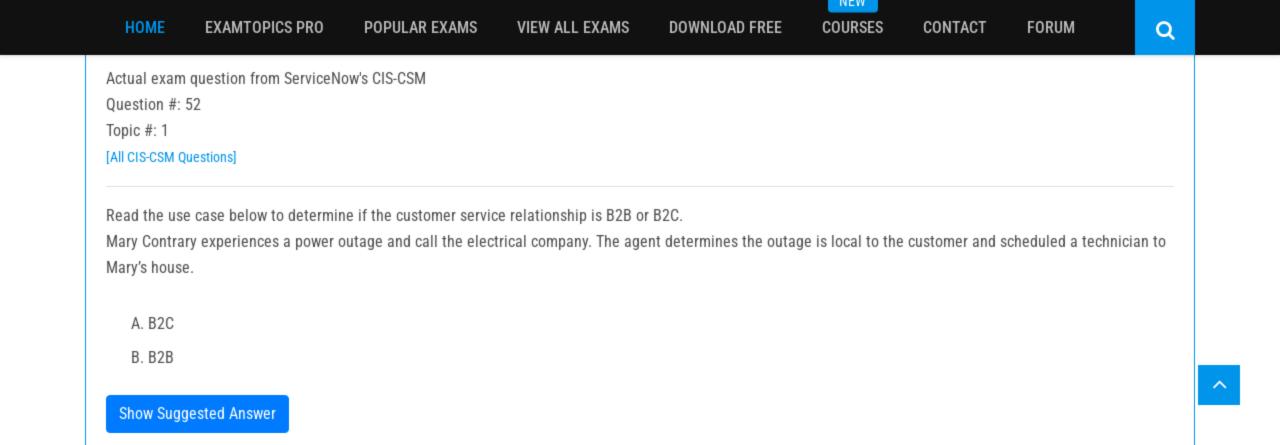
Checks if the registration is valid based on the user's email address Display rule
Display request message
validate\_registration
Update account based on reg code

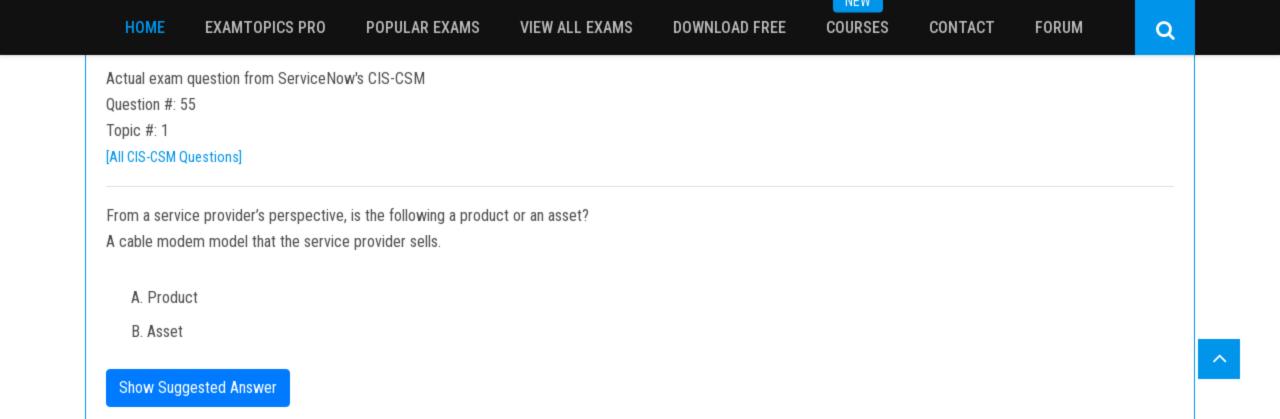
Display rule
Display request message
validate\_registration
Update account based on reg code

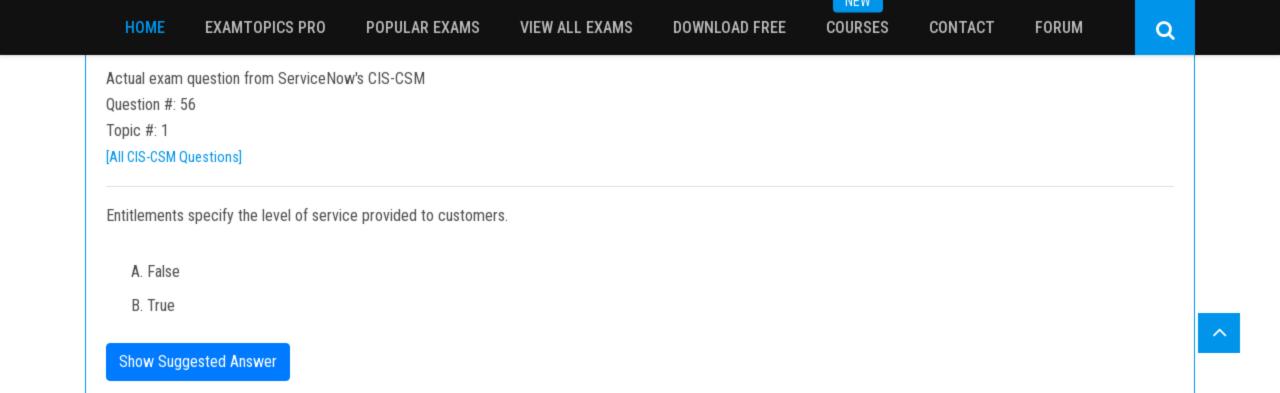
Display rule
Display request message
validate\_registration
Update account based on reg code

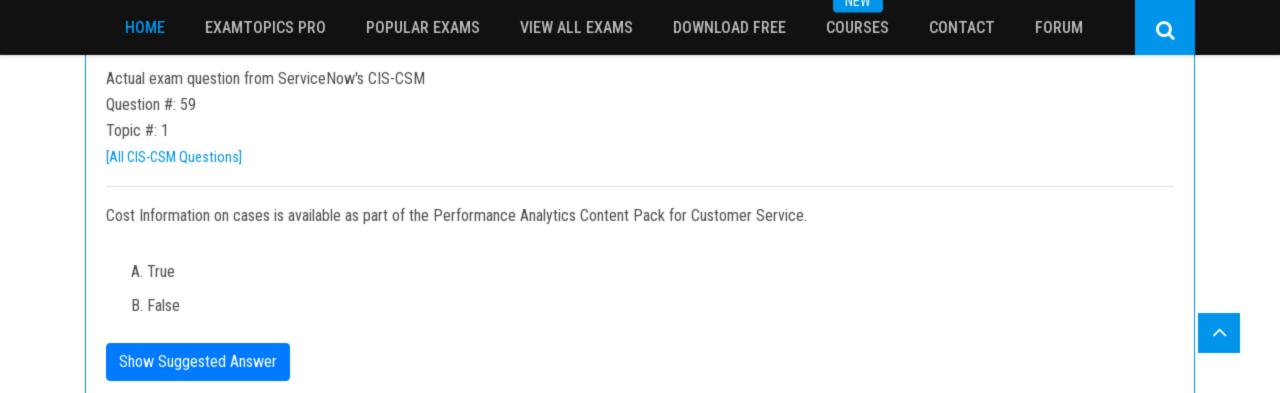
Display rule
Display request message
validate\_registration
Update account based on reg code

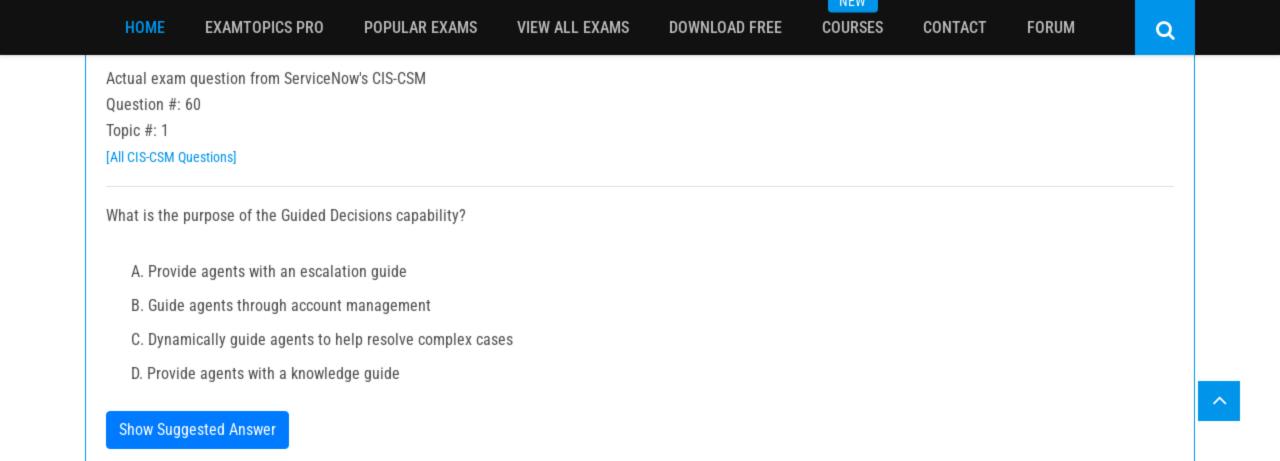


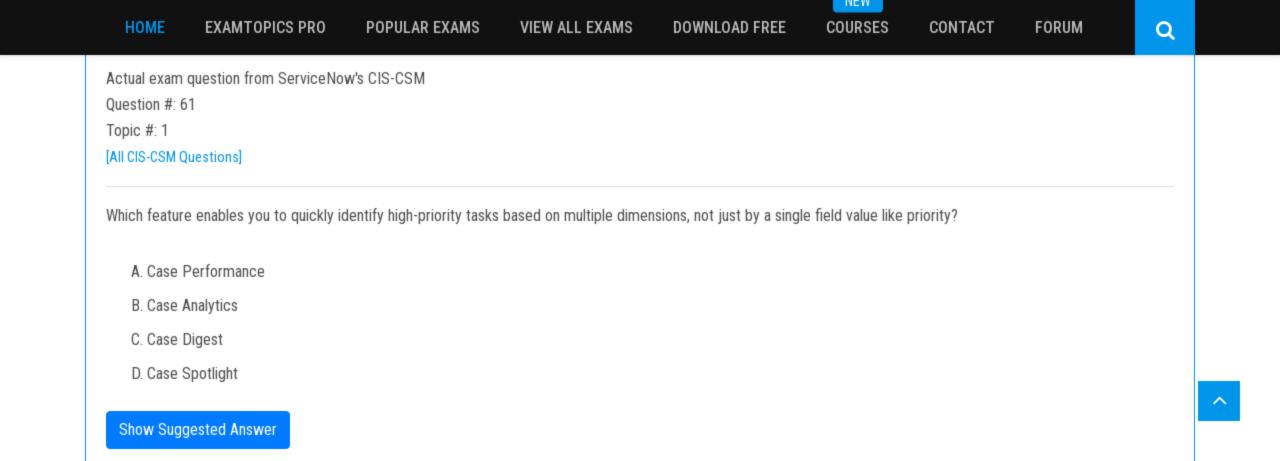


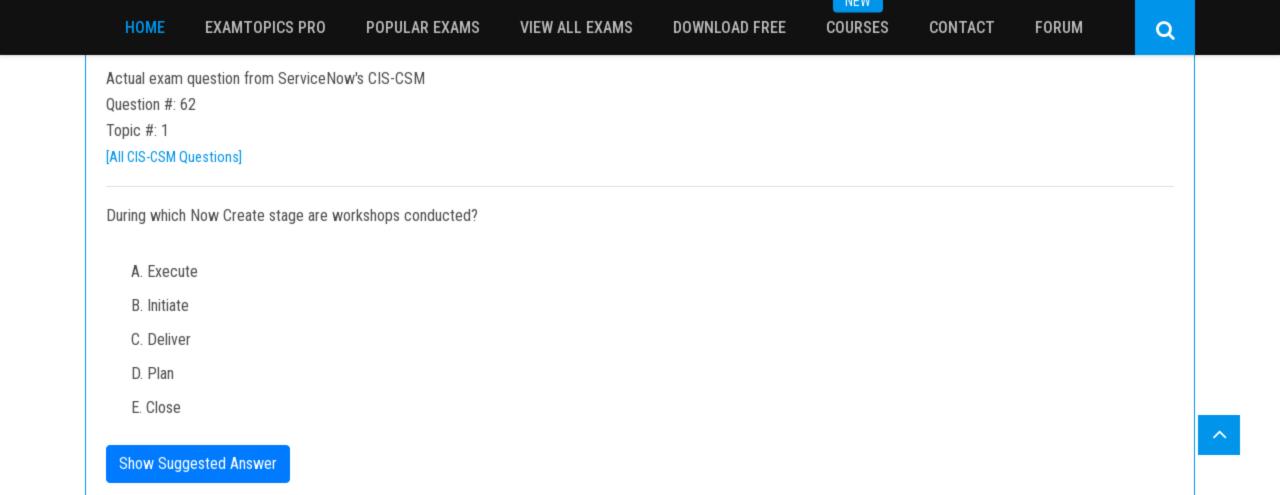


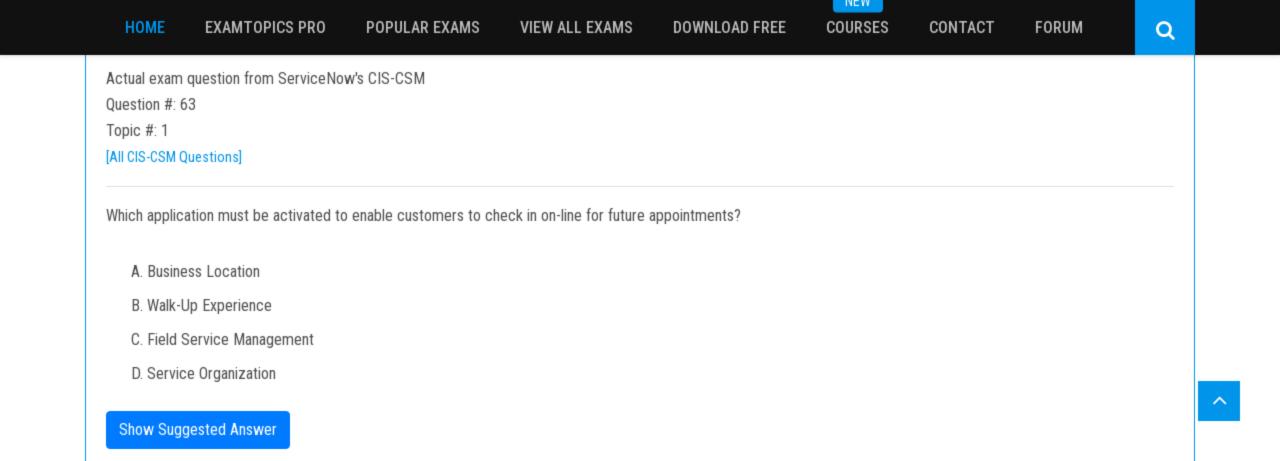


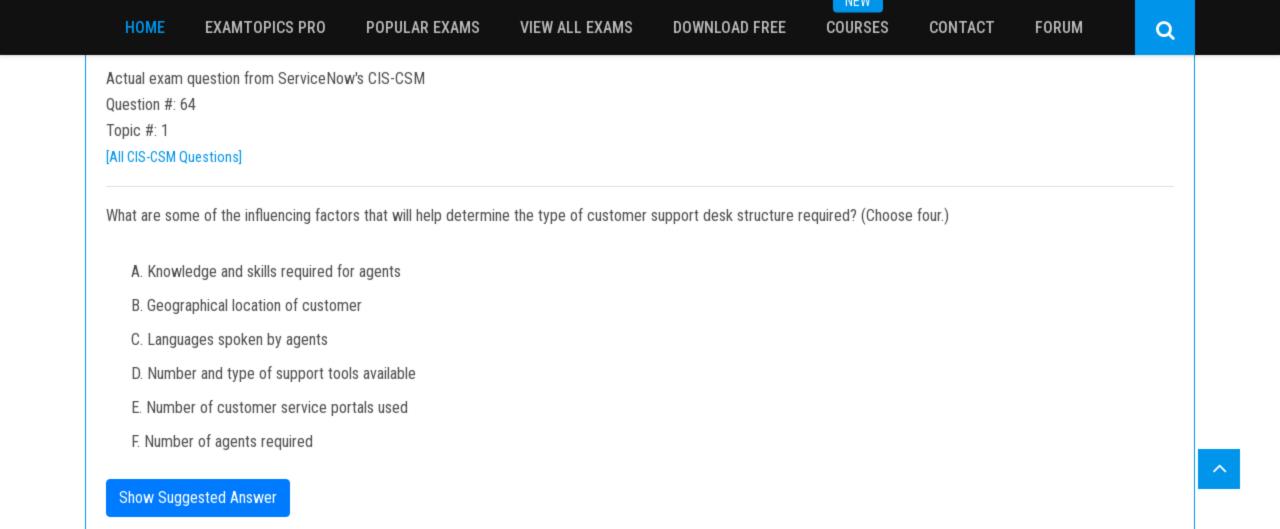


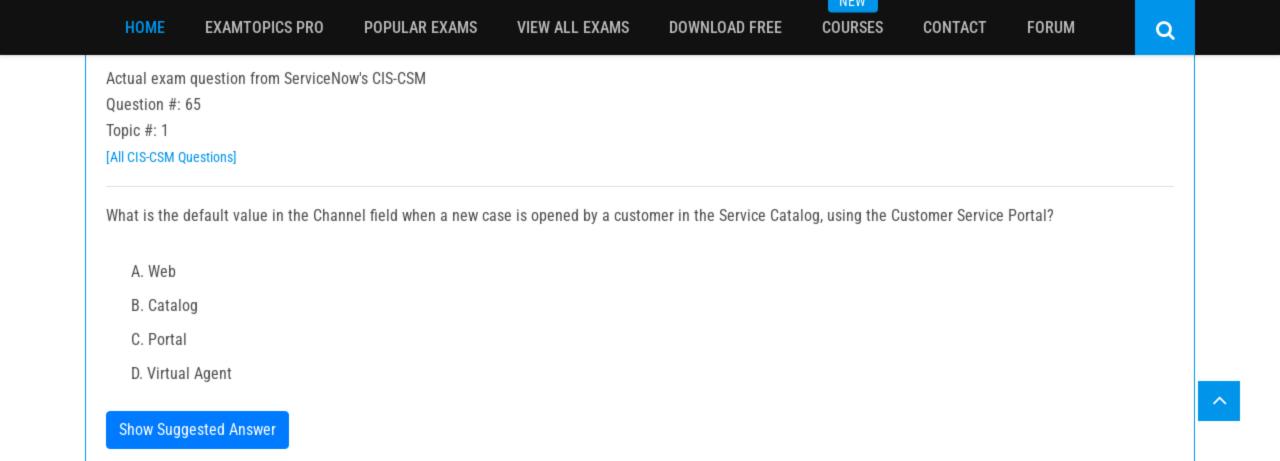


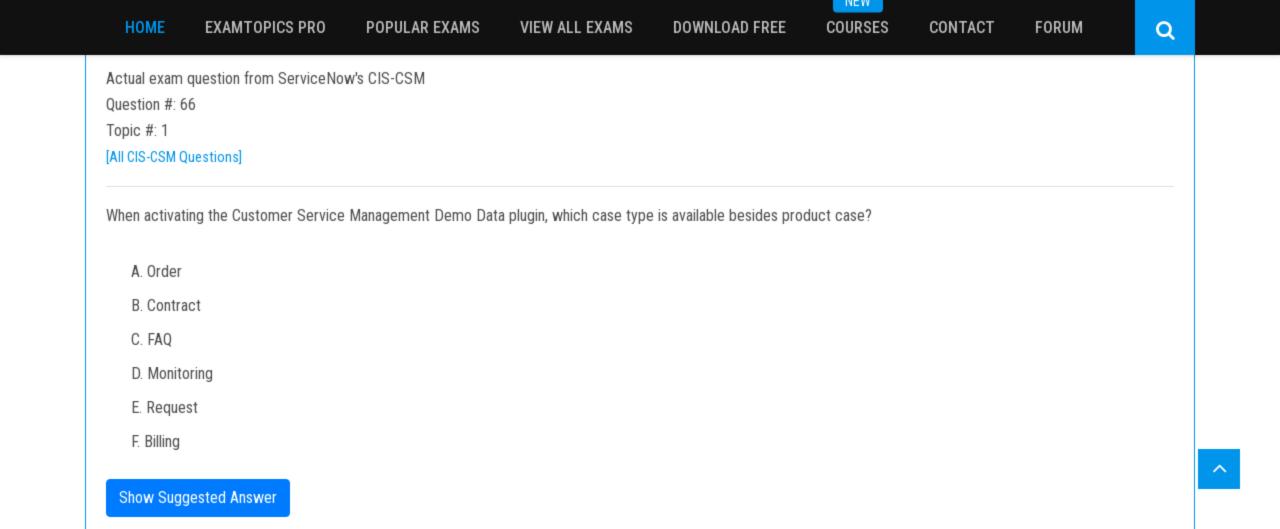


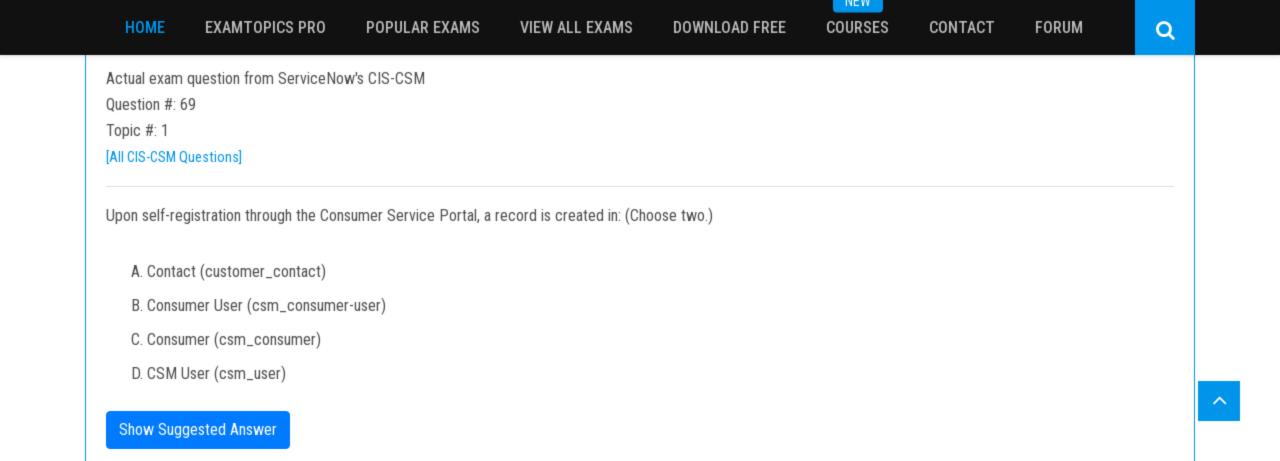


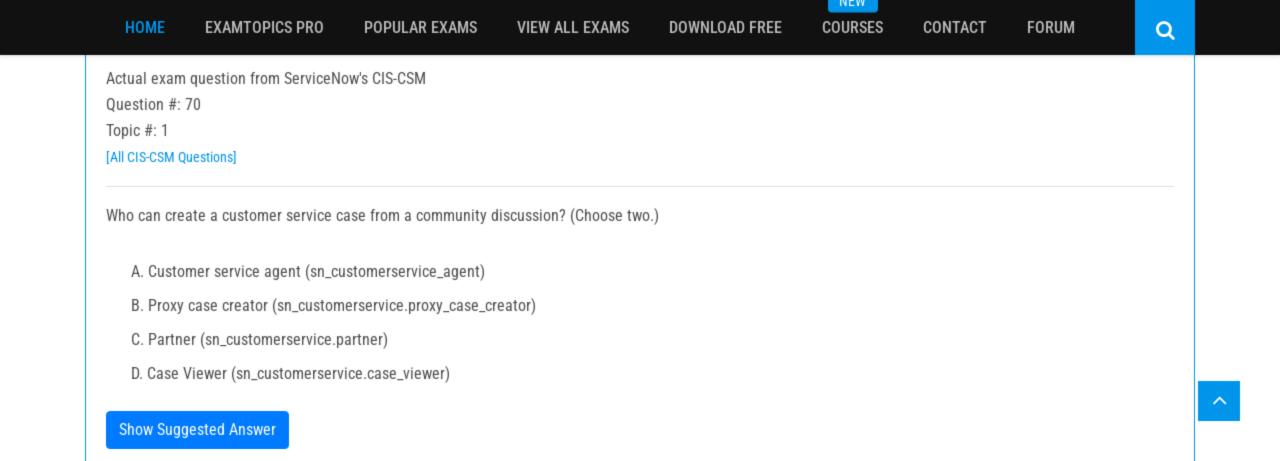












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Actual exam question from ServiceNow's CIS-CSM

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** 

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Question #: 74

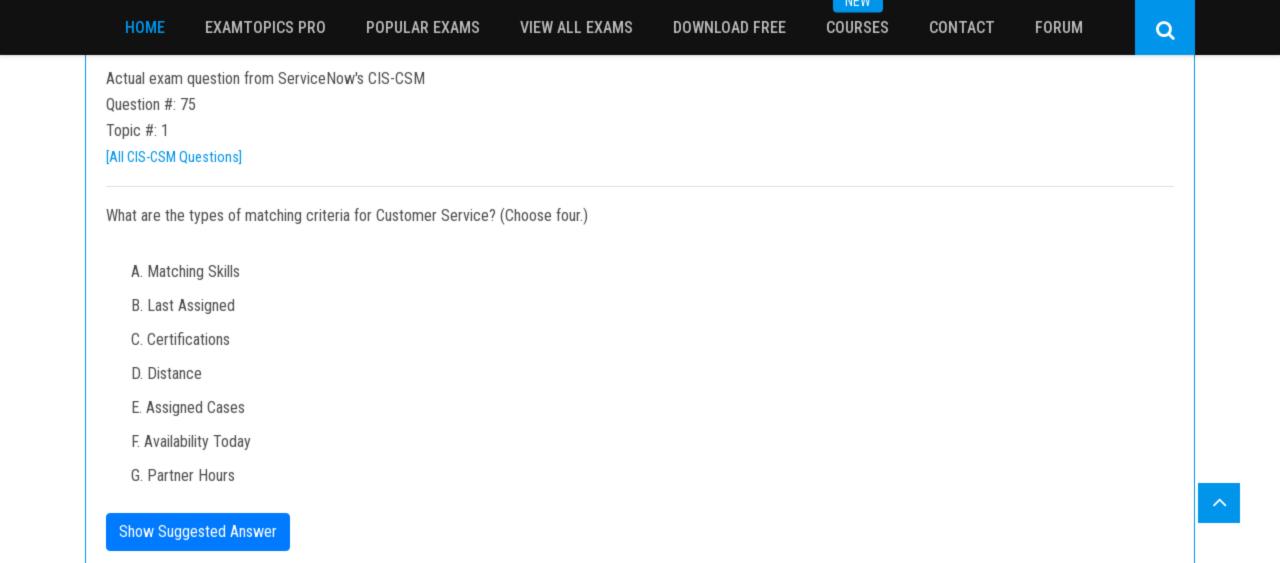
Topic #: 1

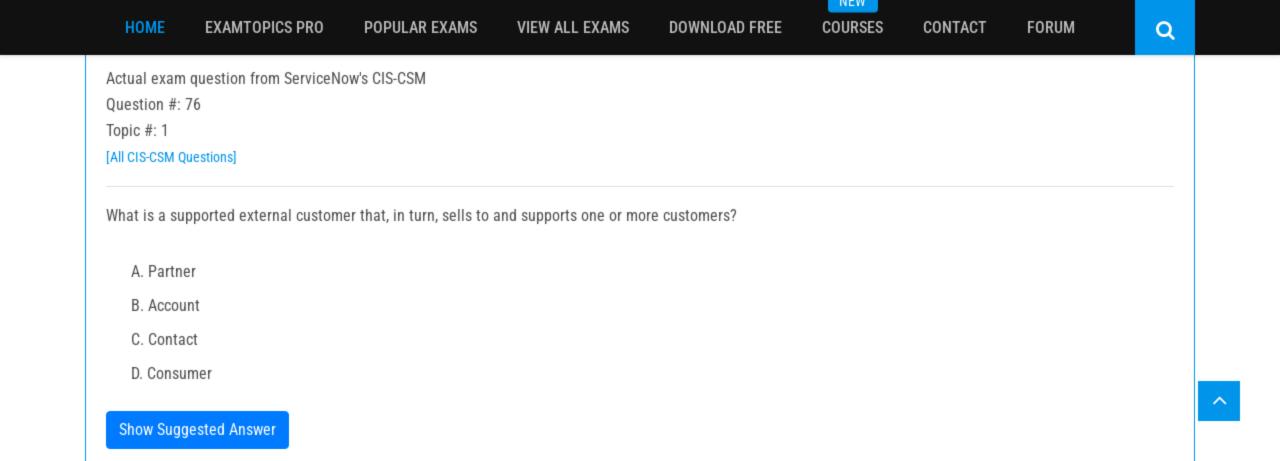
[All CIS-CSM Questions]

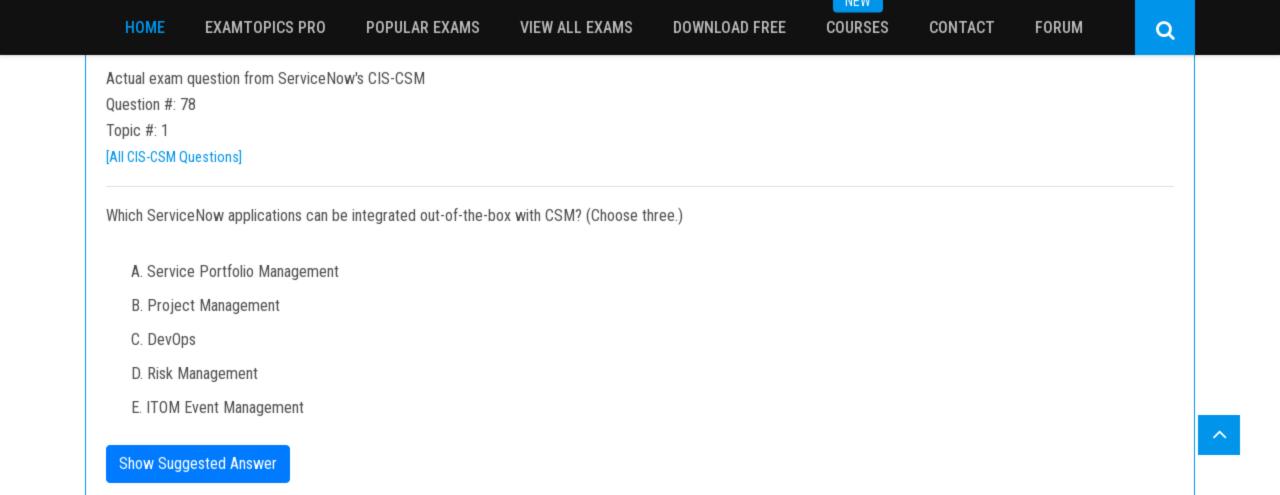
A consumer service agent receives and accepts a case which was created by a consumer. The agent needs and requests more information from the consumer. After receiving the information, the agent proposes a solution that is accepted by the consumer. Given this scenario, what is the chronological order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

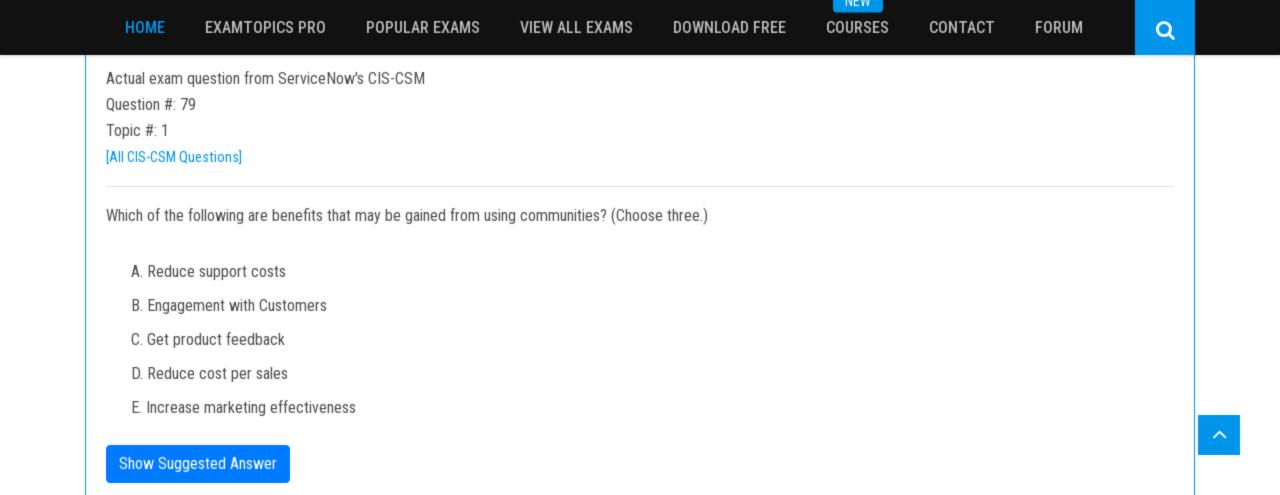
- A. New > Work in Progress > On Hold > Work in Progress > Resolved > Closed
- B. New > Open > Work in Progress > Solution Proposed > Closed
- C. Open > Pending > Work in Progress > Resolved > Closed
- D. New > Open > Awaiting Info > Open > Resolved > Closed

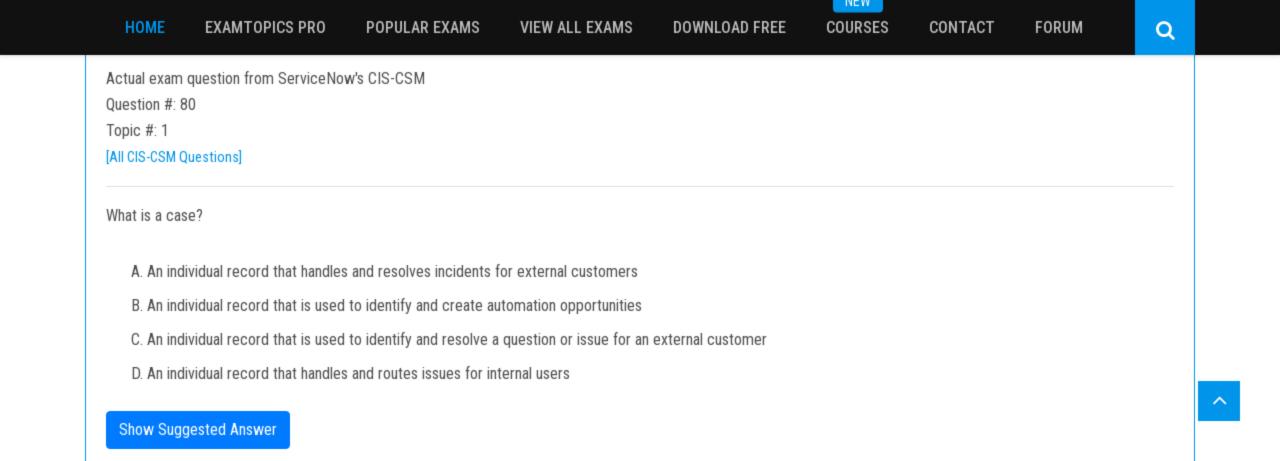
**Show Suggested Answer** 

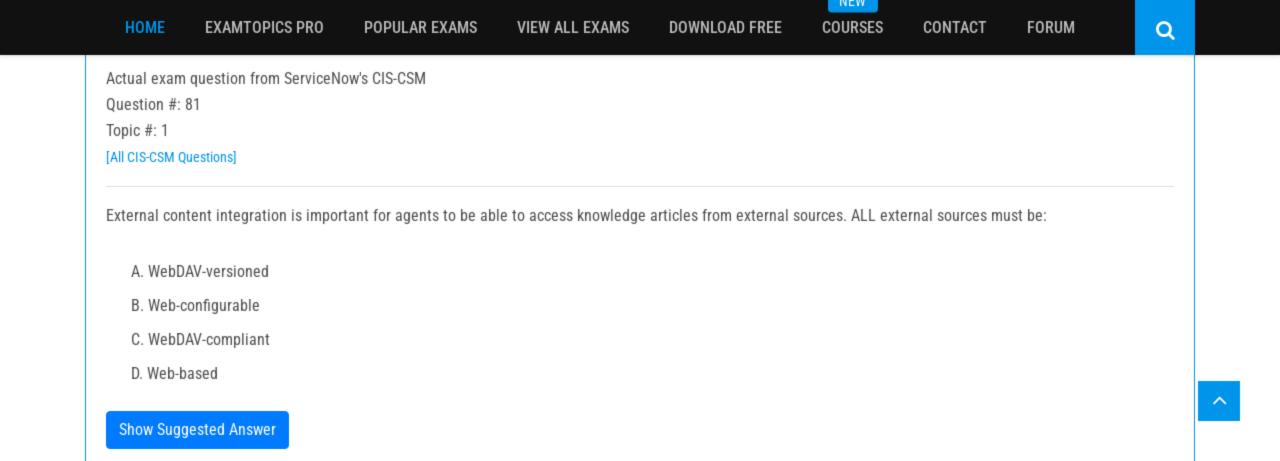


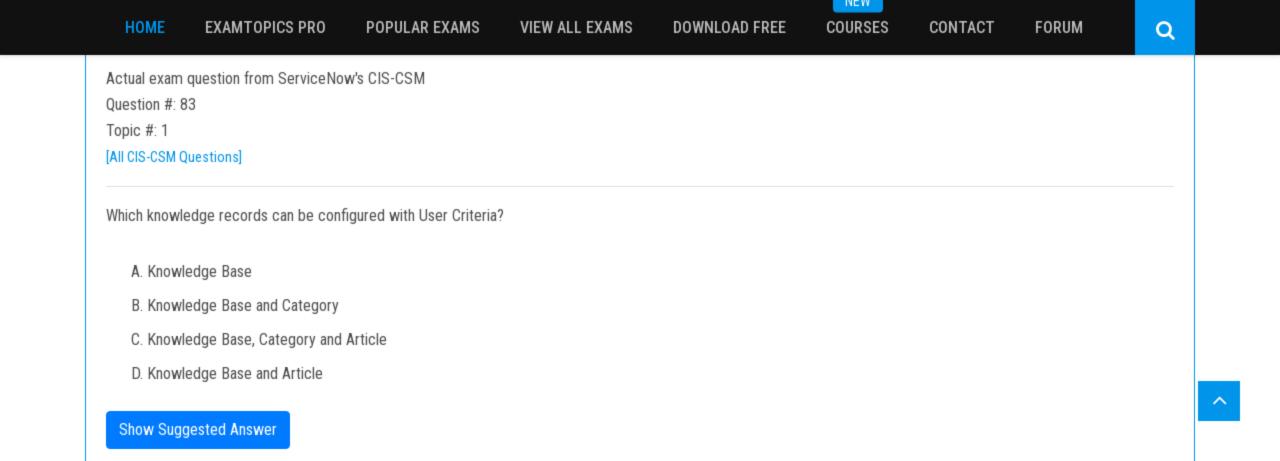


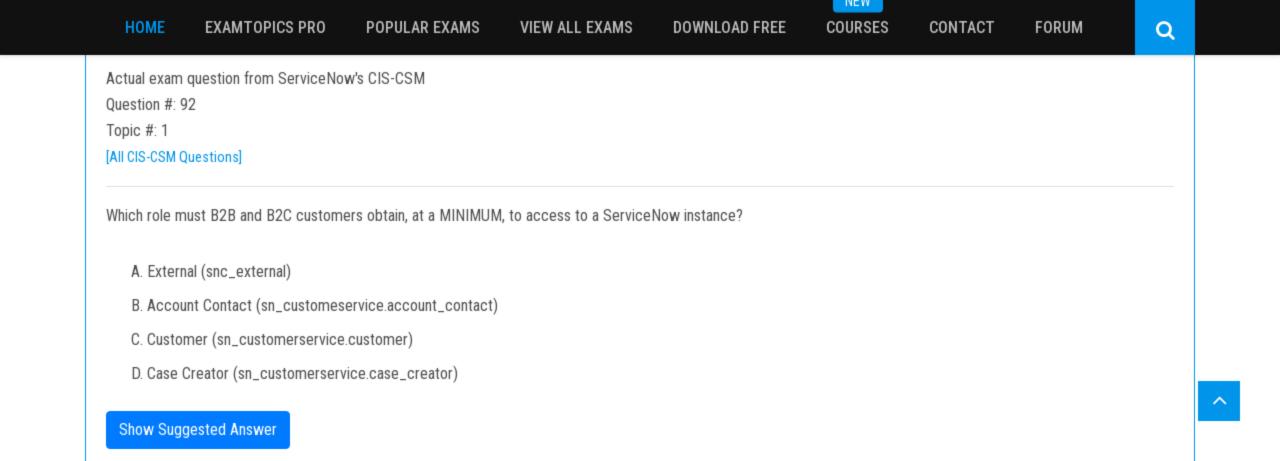


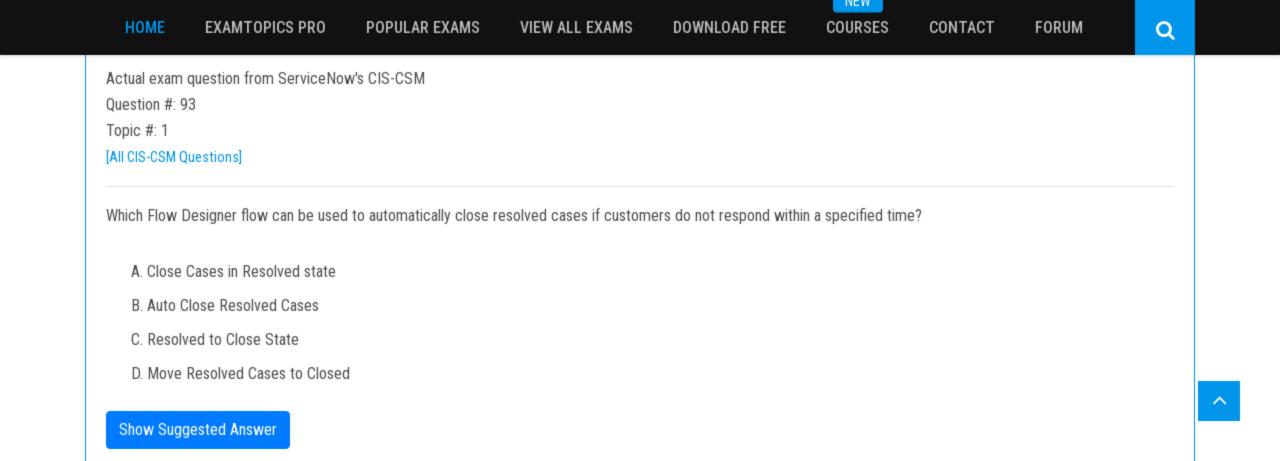












Actual exam question from ServiceNow's CIS-CSM

Question #: 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** 

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