



Vendor: ServiceNow

Exam Code: CIS-CSM

Exam Name: ServiceNow Certified Implementation
Specialist - Customer Service Management

Version: DEMO

QUESTION 1

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

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

Answer: D

QUESTION 2

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

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

Answer: B

QUESTION 3

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

Answer: AB

QUESTION 4

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

Answer: ABD

QUESTION 5

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

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

Answer: BC

QUESTION 6

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 7

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: CD

QUESTION 8

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

- A. True
- B. False

Answer: A

QUESTION 9

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

Answer: A

QUESTION 10

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: CD

QUESTION 11

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

Answer: C

QUESTION 12

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

Answer: A

QUESTION 13

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

- A. True
- B. False

Answer: A

QUESTION 14

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

Answer: CD

QUESTION 15

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

- A. True
- B. False

Answer: B

QUESTION 16

Configure chat for Agent Workspace so that agents can interact with their customers. From a chat, agents can:

Options are :

- A. Escalate the chat to virtual agent
- B. Create a record, such as an incident or a case
- C. Escalate the chat to another agent
- D. Respond to questions

Answer: BCD

QUESTION 17

_____ is a role for agents who assists consumers with questions, issues, and problems. This user creates, views, and edits cases and works with consumers to resolve cases. Typically supports a specific set of products across one or more communication channels. An agent can belong to one or more agent groups.

Options are :

- A. Partner [sn_customerservice.partner]
- B. Agent [sn_customerservice_agent]
- C. Consumer Agent [sn_customerservice.consumer_agent]
- D. Agent manager [sn_customerservice_manager]
- E. Customer case manager [sn_customerservice.customer_case_manager]
- F. Customer administrator [sn_customerservice.customer_admin]

Answer: C

QUESTION 18

Special handling notes property: Width of the Special Handling Notes pop-up window in pixels, default 500 px.

Options are :

- A. sn_shn.max_num_alerts
- B. sn_shn.note_preferences
- C. sn_shn.popup_width

Answer: C

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