



# CIS-CSM<sup>Q&As</sup>

Certified Implementation Specialist - Customer Service Management

## Pass ServiceNow CIS-CSM Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/cis-csm.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by ServiceNow Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

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

Correct Answer: A

---

### QUESTION 2

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

Correct Answer: D

---

### QUESTION 3

How are ServiceNow's out-of-the-box Customer Service Management applications packaged? (Choose two.)

- A. Store Apps
- B. Update Sets
- C. Through private scopes
- D. Plugins

Correct Answer: AD

---



#### QUESTION 4

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

Correct Answer: C

---

#### QUESTION 5

What is the primary output from the Requirements Gathering workshop?

- A. Schedules
- B. Use Cases
- C. Stories
- D. Personas

Correct Answer: C

[CIS-CSM PDF Dumps](#)

[CIS-CSM VCE Dumps](#)

[CIS-CSM Study Guide](#)