



CIS-CSM^{Q&As}

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QUESTION 1

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

Correct Answer: CD

QUESTION 2

What are the recommended good practices when running implementation workshops? (Choose three.)

- A. Give the customers the data they need so they can make an informed decision
- B. Any financial implication of a decision should be handled by the delivery and sales team
- C. Enforce customers to adapt their processes towards the baseline processes
- D. Engage with customers to gain deep understanding of their organization
- E. Guide the customer toward industry best practices

Correct Answer: ADE

QUESTION 3

Which table must be extended when creating a new case type?

- A. Case (sn_customerservice_case)
- B. Case Task (sn_customerservice_case_task)
- C. Task (task)
- D. Case Type (sn_case_type)

Correct Answer: A



QUESTION 4

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

Correct Answer: BCD

QUESTION 5

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

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

Correct Answer: ABCF

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