



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

Certified Implementation Specialist - Customer Service Management

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### QUESTION 1

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

Correct Answer: A

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### QUESTION 2

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?

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

Correct Answer: D

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### QUESTION 3

HOTSPOT

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

Hot Area:



## 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	

Correct Answer:



## Answer Area

After registration request submittal, shows info message to user

	▼
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Reference: [https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r\\_BRIWCustomerService.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html)

### QUESTION 4

The available case types are: (Choose two.)

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

Correct Answer: BD



### QUESTION 5

A contact can submit a self-registration request from the customer portal with a registration code. Which of the following roles can approve the request? (Choose three.)

- A. Customer service manager (sn\_customerservice\_manager)
- B. System administrator (admin)
- C. Customer administrator (sn\_customerservice.customer\_admin)
- D. Partner administrator [sn\_customerservice.partner\_admon]
- E. Service organization administrator (sn\_customerservice.service\_organization\_admin)

Correct Answer: ABC

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