



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

Certified Implementation Specialist - Customer Service Management

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#### QUESTION 1

Which of the following is correct regarding the social media channel?

- A. Cases cannot be created from any of the social channels
- B. Cases are NOT created automatically from any of the social channels
- C. Cases can be created automatically depending on which social channel is used
- D. Cases are created automatically from all of the social channels

Correct Answer: B

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#### QUESTION 2

Which of the following statements is correct when the '\\Contact Local Time\\' field is enabled in a case form?

- A. The field is not based of the customers profile time zone
- B. The field is active in the base form
- C. The field is always based on the system time zone
- D. Agents can use the field to identify if it is the right time to contact customer

Correct Answer: A

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#### QUESTION 3

How can multiple service catalogs be made available on the Customer Service Portal?

- A. Include them in the list of service catalogs on the Customer Service Portal record
- B. Add them to the list of service catalogs in the Customer Service Portal header widget options
- C. Only the Customer Service service catalog can be used on the Customer Service Portal
- D. Create user criteria for each of the applicable service catalogs

Correct Answer: A

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#### QUESTION 4

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

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#### QUESTION 5

To which recipient types can targeted communications (publications) be sent? (Choose two.)

- A. Outsourced Service Providers
- B. Contacts
- C. Internal users
- D. Households

Correct Answer: BC

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