CIS-CSM$^{Q\&As}$

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

QUESTION 1

Once a major case candidate is approved a major case is created. What then happens to the customer case?

A. The customer case becomes a child case of the major case

B. The customer case will be automatically closed

C. The customer case becomes the parent case of the major case

D. The customer case will automatically be related to a problem

Correct Answer: C

QUESTION 2

Which service catalogs are available out-of-the-box in the customer portals? (Choose two.)

A. Partner Service

B. Customer Service

C. Consumer Service

D. Product Service

Correct Answer: AB

QUESTION 3

The available case types are: (Choose two.)

A. Product Support

B. Order

C. Product

D. Support

Correct Answer: BD

QUESTION 4

When working with communication channels, what inbound email flows are available by default? (Choose two.)

A. Create case for product

B. Create case for asset

C. Update case from forward email

D. Create case from email

E. Update case using reply

Correct Answer: DE

QUESTION 5

What is the purpose of a Catalog Item variable?

A. Grants the customer the opportunity to ask a question

B. Opens a wizard to help a customer fill in a case form

C. Guides a customer by providing hints on case forms

D. Allows the customer or consumer to qualify their answer

Correct Answer: D