



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

Certified Implementation Specialist - Customer Service Management

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### QUESTION 1

From a security perspective, scoping brings several benefits: (Choose two.)

- A. Improves instance security by limiting accessibility to other applications on the instance
- B. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals
- C. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- D. The scope holds the records and acts as a container for the desired Customer Service Management Applications

Correct Answer: BD

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### QUESTION 2

What can a person assigned with the customer role access on the customer service portal by default? (Choose three.)

- A. Cases
- B. Related parties
- C. Assets
- D. Social profiles
- E. Sold products

Correct Answer: ABE

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### QUESTION 3

Which of the following are best practice with regard to data imports? (Choose two.)

- A. When importing to multiple instances import to each instance separately.
- B. Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.
- C. Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.
- D. Images embedded in Knowledge Articles should be uploaded separately.

Correct Answer: AD

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#### 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

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#### QUESTION 5

What is the specific type of catalog item called that allows users to create task-based records, such as case records, from the Service Catalog?

- A. Request Item
- B. Record Producer
- C. Catalog Processor
- D. Case Template

Correct Answer: B

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