CIS-CSM^{Q&As}

Certified Implementation Specialist - Customer Service Management

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QUESTION 1

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 2

What is knowledge article versioning?

A. A content tracker for knowledge articles

B. A knowledge article publishing guide

C. The ability to manage and track article updates

D. A knowledge article numbering guide

Correct Answer: A

QUESTION 3

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? (Choose two.)

A. Knowledge Product Entitlements

B. Data Policy

C. ACL

D. User Criteria

Correct Answer: BD

QUESTION 4

Advance Work Assignment assigns work to agents based on their availability, capacity, and skills. Agent Affinity enhances the Advanced Work Assignment process by adding additional agent details organized by affinity type. Which of these are these affinity types? (Choose three.)

A. Skill seniority

B. Account team responsibility

C. Historical

D. Related task

E. Product expertise

Correct Answer: BCD

QUESTION 5

To which entities can Special Handling Notes be applied out of the box?

A. Consumer

B. Entitlement

C. Sold Product

Correct Answer: A

QUESTION 6

For security purposes certain roles cannot be assigned to a group or individual at the same time. Which of the following two roles would be restricted?

A. snc_intemai and snc_external

B. snc_internal and sn_customerservice.consumer_agent

C. snc_internal and sn_customerservice_agent

D. snc_external and sn_customerservice.customer

Correct Answer: A

QUESTION 7

Who can create a customer service case from a community discussion? (Choose two.)

A. Customer service agent (sn_customerservice_agent)

B. Proxy case creator (sn_customerservice.proxy_case_creator)

C. Partner (sn_customerservice.partner)

D. Case Viewer (sn_customerservice.case_viewer)

Correct Answer: AB

QUESTION 8

Which of the following features are specific to CSM Workspaces and will not be found in the Platform UI view? (Choose two.)

A. Special handing notes

B. Lookup and verify

C. Related search

D. Agent assist

Correct Answer: BD

QUESTION 9

Service-aware Install Base consists of which entities? (Choose three.)

A. Installed Products

B. Install Base Items

C. Assets

D. Sold Products

E. Configuration Items

Correct Answer: ABD

QUESTION 10

Which role must B2B and B2C customers obtain, at a MINIMUM, to access to a ServiceNow instance?

A. External (snc_external)

B. Account Contact (sn_customeservice.account_contact)

C. Customer (sn_customerservice.customer)

D. Case Creator (sn_customerservice.case_creator)

Correct Answer: C

QUESTION 11

From which one of the following can an agent create a CSM Case:

A. Human Resource Application

B. Incident Management

C. Chat

D. Special Handling Note

Correct Answer: C

QUESTION 12

When working with case types, what is the lowest level in the case type hierarchy called?

A. Sub-level

B. Leaf-level

C. Decision-level

D. Base-level

Correct Answer: C

QUESTION 13

Which of the following are benefits of customer access management? (Choose two.)

A. It increases security by automatically granting access to cases based on access to sold product.

B. It defaults the responsibility for access management to the customer.

C. It defaults the responsibility for access management to the customer service agent.

D. It improves the customer experience by enabling related parties to track and collaborate on cases.

Correct Answer: AD

QUESTION 14

Information in the Case Field `Contact\\' is copied to which Incident Field?

A. Contact

B. User

C. Customer

D. Caller

Correct Answer: A

QUESTION 15

Which solution must be implemented to let a breakdown dashboard appear as a pop-up window on the case form?

A. Service Analytics

B. In-form Analytics

C. Case Spotlight

D. CSM Prediction Results

Correct Answer: D

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