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ServiceNow CIS-CSM certification is highly valued in the IT industry, as it demonstrates the candidate's ability to implement and configure the ServiceNow CSM application, which is a critical component of the ServiceNow platform. ServiceNow Certified Implementation Specialist - Customer Service Management Exam certification also provides a competitive edge to the candidate in the job market, as it is recognized globally by ServiceNow customers and partners.

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NO.10 The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which

role is responsible for creating the unique registration code for each account?

* Customer Service Manager (sn_customerservice_manager)

* System administrator (admin)

* Service organization administrator (sn_customerservice.service_organization_admin)

* Customer admin (sn_customerservice.customer_admin)

NO.11 What determines how an escalation request is processed?

* Escalation Rule

* Escalation Template

* Escalation Severity

* Escalation Justification

NO.12 Partner admin (sn_customerservice.partner_admin) contacts have access to:

* Their customer account

* Their partner accounts

* Both

* Neither

NO.13 Which of the following is a condition for matching rules?

* Agent domain

* Assignment

* Switching

* Specific case attributes
Reference:

customer-service-management/concept/case-assignment-matching-rules.html

NO.14 What role does the Engagement Manager play before the Workshop? (Choose two.)

* Project Manager

* Acts as intermediary

* Provides answers to technical problems

* Assists with technical requirements

NO.15 Which of the following functions can be completed when using the Field Service Management Application on a mobile device offline? (Choose three.)

* Manage requests

* Execute assigned tasks

* Close work orders

* Manage cases

* Manage assets
Explanation

Explanation:

When your mobile device is offline, you can execute assigned tasks at the task location, manage assets, track the time stamp of updated tasks, and close work orders and work order tasks. The data for tasks performed offline is stored in the device cache and synchronized when the device goes online.

Reference: https://docs.servicenow.com/bundle/madrid-field-service-management/page/product/field-service-management/concept/mobile-experience-fsm.html

NO.16 What one of the following is optional when creating a Catalog workflow?
* Publishing the workflow
* Defining workflow activities
* Approving the workflow
* Managing workflow versions

NO.17 How many outbound email accounts are supported in Customer Service Management?
* One
* Unlimited
* Two
* One per business service
Reference:

id=community_question&sys_id=8c8a948f1bc3cc50ada243f6fe4bcba4

NO.18 Asset classes are defined to allow for logical grouping of assets. There are five asset classes provided to group assets, each Asset class provides unique functionality for that group of Assets in the platform. Which of the following are the asset classes used? (Choose five.)
* Hardware assets Most Voted
* Facility assets Most Voted
* Configuration assets
* Software licenses assets Most Voted
* Enterprise Software assets Most Voted
* Network assets
* Consumables assets

NO.19 Information about a customer’s service contract is found in Knowledge.
* False
* True
Reference:

customer-service-management/concept/c_ContractsAndEntitlements.html

NO.20 Which of the following are channels? (Choose two.)
* Contacts
* Web
* Chat
* Article

NO.21 Information in the Case Field ‘Contact’ is copied to which Incident Field?
* Contact
* User
* Customer
* Caller
Explanation/Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/csm-integration-sm-incident.html

NO.22 When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

* Social Channels
* Social Profiles
* Social Logs
* Work notes
* Additional comments

NO.23 Articles can provide the following: (Choose three.)
* Document current and known issues
* Provide answers and responses to common issues or questions
* Information about customer’s service contract
* Share product information
Explanation

NO.24 Using the out-of-the-box major issue management process flow, a consumer service agent proposes an existing case in the Open state as a major case candidate. The major case candidate has a consumer defined and is approved by the customer service manager What happens to the major case candidate?
* The major case candidate is closed and a new major case is created
* The major case candidate becomes the major case
* The major case candidate requires an approval from the major issue manager
* A new major case is created and the major case candidate Is added as a child to the major case
https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/major-candidate-child-case-types.html

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