

DUMPS ARENA

ServiceNow Certified Implementation Specialist - Customer Service Management Exam

ServiceNow CIS-CSM

Version Demo

Total Demo Questions: 10

Total Premium Questions: 148

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QUESTION NO: 1

Which application must be activated to enable customers to check in on-line for future appointments?

- A. Business Location
- B. Walk-Up Experience
- C. Field Service Management
- D. Service Organization

ANSWER: B

QUESTION NO: 2

How many active OpenFrame configurations can you have on an instance?

- A. 2
- B. Unlimited
- C. 1
- D. 3

ANSWER: B

QUESTION NO: 3

In the 'Action Status' column on a case list what could a red indicator dot mean? (Choose two.)

- A. Blocked by approval
- B. Blocked by case task
- C. Blocked internally and by customer
- D. Blocked by internally

ANSWER: A B

QUESTION NO: 4

What are the characteristics of Knowledge Categories?

- A. Shareable across KBs: Yes ; Multi-Level: No
- B. Shareable across KBs: No ; Multi-Level: Yes
- C. Shareable across KBs: No ; Multi-Level: No
- D. Shareable across KBs: Yes ; Multi-Level: Yes

ANSWER: B

QUESTION NO: 5 - (HOTSPOT)

HOTSPOT

Match the definitions for roles relationships.

Hot Area:

Answer Area

A customer account, a partner account, or both.

	▼
Partner	
Account	
Contact	
Consumer	

A supported external customer that, sells and supports one or more customers.

	▼
Partner	
Account	
Contact	
Consumer	

A member of an account.

	▼
Partner	
Account	
Contact	
Consumer	

A person who purchases goods and services for personal use.

	▼
Partner	
Account	
Contact	
Consumer	

ANSWER:

Answer Area

A customer account, a partner account, or both.

	▼
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Explanation:

QUESTION NO: 6

Which are the key self-service functions of the Customer Support Portal? (Choose three.)

A. Community

- B. Knowledge Base
- C. Open An Incident
- D. Service Catalog

ANSWER: A B D

Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/success/playbook/self-service-improvement.pdf>

Self-service defined

Self-service is the ability of a service consumer to resolve their issues and needs without having to call support. Self-service solutions can include everything from using simple FAQ pages, knowledge base articles, and the Service Catalog to complex humanlike chat sessions.

With the advancements made in IT and business process automation, self-service has expanded from simply sharing knowledge with consumers to conducting complex, automated operations, like password resets, without any human interaction.

QUESTION NO: 7

Based on which out-of-box attributes can Special handling Notes be applied to cases? (Choose three.)

- A. Service Contract
- B. Install Base Item
- C. Product
- D. Account
- E. Contact

ANSWER: C D E

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/concept/c_OnScreenAlerts.html

QUESTION NO: 8

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer. CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

- A. The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
- B. The CMDB only tracks CIs, assets cannot be CIs
- C. While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs
- D. The CMDB tracks all assets as configuration items (CIs)

ANSWER: C

QUESTION NO: 9

Agents and managers cannot create knowledge articles from Community questions.

- A. True
- B. False

ANSWER: B

Explanation:

The ownership group for this knowledge article. An ownership group consists of a group of members and a manager who are responsible for approvals, ensuring article quality, and feedback tasks. Ownership groups can publish, edit, and retire knowledge articles that they are associated with.

Reference: <https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge-management/task/create-knowledge-article.html>

QUESTION NO: 10

What are features of Customer Service Management? (Choose four.)

- A. Timed Audits
- B. Service Entitlements
- C. Demand Management
- D. Service Prospecting
- E. Real-time SLAs
- F. Service Contracts
- G. Skills-based routing

ANSWER: B C E G