



CIS-CSM^{Q&As}

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QUESTION 1

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 2

In case management, Parent Child Synchronization allows for which of the following:

- A. Enabling the Customer Service agent to create cases so that all the children cases can be managed by managing the parent case
- B. Parent cases to automatically generate child cases when all fields are filled out thus synchronized auto-population
- C. Child cases to be separated from Parent cases and will not be synchronized automatically
- D. Synchronization of all child cases as well as children of child cases on all levels

Correct Answer: A

QUESTION 3

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- A. B2C
- B. B2B

Correct Answer: A

QUESTION 4



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 5

The ServiceNow add-in for Microsoft Outlook enables you to manage workflows such as creating and updating contacts and cases from within Microsoft Outlook. How could this feature positively affect customer experience?

- A. As email is being used fewer agents would be required to create cases so service costs would go down
- B. It is easier to report on data in emails which means managers would be better placed to track performance
- C. It can lead to taster resolution of customer issues and faster response to customer inquiries
- D. It would guarantee less wait time for customers who chose to call the customer service center

Correct Answer: A

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