

# ServiceNow CIS-CSM

SERVICENOW CIS-CUSTOMER SERVICE MANAGEMENT  
CERTIFICATION QUESTIONS & ANSWERS

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**CIS-CSM**

**[ServiceNow Certified Implementation Specialist - Customer Service Management \(CIS-CSM\)](#)**

60 Questions Exam – Duration of 130 minutes

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## Table of Contents

Discover More about the CIS-CSM Certification .....	2
ServiceNow CIS-CSM Customer Service Management Implementation Specialist Certification Details:.....	2
CIS-CSM Syllabus:.....	3
Broaden Your Knowledge with ServiceNow CIS-CSM Sample Questions: .....	3
Avail the Study Guide to Pass ServiceNow CIS-CSM Customer Service Management Implementation Specialist Exam:.....	6
Career Benefits: .....	7

## Discover More about the CIS-CSM Certification

Are you interested in passing the ServiceNow CIS-CSM exam? First discover, who benefits from the CIS-CSM certification. The CIS-CSM is suitable for a candidate if he wants to learn about Implementation Specialist. Passing the CIS-CSM exam earns you the ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) title.

While preparing for the CIS-CSM exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The CIS-CSM PDF contains some of the most valuable preparation tips and the details and instant access to useful CIS-CSM study materials [just at one click](#).

## ServiceNow CIS-CSM Customer Service Management Implementation Specialist Certification Details:

<b>Exam Name</b>	ServiceNow Certified Implementation Specialist - Customer Service Management
<b>Exam Code</b>	CIS-CSM
<b>Exam Fee</b>	USD \$450
<b>Exam Duration</b>	130 Minutes
<b>Number of Questions</b>	60
<b>Passing Score</b>	Pass / Fail
<b>Format</b>	Multiple Choice Questions
<b>Books / Trainings</b>	<a href="#">Customer Service Management Implementation</a>
<b>Schedule Exam</b>	<a href="#">Webassessor</a>
<b>Sample Questions</b>	<a href="#">ServiceNow CIS-Customer Service Management Exam Sample Questions and Answers</a>
<b>Practice Exam</b>	<a href="#">ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM) Practice Test</a>

## CIS-CSM Syllabus:

Topic	Details	Weights
<b>Engagement Methodology and Project Planning</b>	<ul style="list-style-type: none"> <li>- Project Phases</li> <li>- Working with Clients</li> </ul>	<b>5%</b>
<b>Customer Service Management System Setup and Configuration</b>	<ul style="list-style-type: none"> <li>- Overview of CSM Application</li> <li>- CSM in ServiceNow</li> <li>- CSM Setup</li> </ul>	<b>60%</b>
<b>Customer Service Management Integration</b>	<ul style="list-style-type: none"> <li>- Integration Capabilities</li> <li>- Integration with 3rd Party Systems</li> </ul>	<b>10%</b>
<b>CSM Portal, Knowledge Management, Service Catalog, Communities, and Performance Analytics</b>	<ul style="list-style-type: none"> <li>- CSM Portals</li> <li>- Knowledge Management</li> <li>- Service Catalog</li> <li>- Communities and Performance Analytics</li> </ul>	<b>25%</b>

## Broaden Your Knowledge with ServiceNow CIS-CSM Sample Questions:

### Question: 1

Which AWA service channels can be used by Customer Service Management?

(Select three)

- a) Email
- b) Walk-up
- c) Chat
- d) Case
- e) Telephony

**Answer: b, c, d**

**Question: 2**

Which statement is NOT true about browser support for the ServiceNow CSM Workspaces?

- a) Mobile phone browsers can also support the desktop version of the UI.
- b) ServiceNow workspaces are supported by the latest public release of Chrome and Firefox.
- c) Browser support varies for each version of the user interface.
- d) ServiceNow workspaces do not support Internet Explorer or Microsoft Edge.

**Answer: a**

**Question: 3**

What feature in the contextual side panel of the CSM Configurable Workspace enables an agent to create a contact or consumer?

- a) Conversation Autopilot
- b) Interaction Wrap-up
- c) Lookup and verify
- d) Scheduling

**Answer: c**

**Question: 4**

A single piece of work to be handled by an agent, in Advance Work Assignment is called:

- a) Work order
- b) Interaction
- c) Work unit
- d) Work record
- e) Work item

**Answer: e**

**Question: 5**

An \_\_\_\_\_ defines the type of support that a customer receives as well as the supported communication channels. Can be associated with a product, an asset, an account, or a contract.

- a) Support contract
- b) Entitlement
- c) Service contract
- d) Support form

**Answer: b**

**Question: 6**

A forum can be configured in the following ways:

- a) Secret
- b) Membership
- c) Private
- d) Public

**Answer: b, c, d**

**Question: 7**

Which of the following is included in an account relationship record?

(Select two)

- a) A source account, selected in the Account From field
- b) A target account, selected in the Account To field
- c) A contact, selected in the Contact Name field
- d) A location, selected in the Location field

**Answer: a, b**

**Question: 8**

Which of the following actions CANNOT be taken from the CSM workspace form ribbon?

- a) It enables agents to add/remove a customer or consumer record.
- b) It enables agents to include a timeline and SLA details.
- c) It enables agents to use links to place calls or create emails.
- d) It can provide agents with a quick overview of the case details.

**Answer: a**

**Question: 9**

Which methodology is used by ServiceNow to manage Customer Service Management implementation projects?

- a) Agile
- b) SIM
- c) Now Create
- d) OCM

**Answer: c**

**Question: 10**

What is the final state of a case?

- a) Resolved
- b) Resolution Accepted
- c) Completed
- d) Closed

**Answer: d**

## Avail the Study Guide to Pass ServiceNow CIS-CSM Customer Service Management Implementation Specialist Exam:

- Find out about the CIS-CSM syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [CIS-CSM syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the CIS-CSM training. Joining the ServiceNow provided training for CIS-CSM exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [CIS-CSM sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. CIS-CSM practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

## Career Benefits:

Passing the CIS-CSM exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

### Here Is the Trusted Practice Test for the CIS-CSM Certification

ProcessExam.Com is here with all the necessary details regarding the CIS-CSM exam. We provide authentic practice tests for the CIS-CSM exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on ProcessExam.Com for rigorous, unlimited two-month attempts on the [CIS-CSM practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the ServiceNow Certified Implementation Specialist - Customer Service Management (CIS-CSM).

#### Start Online Practice of CIS-CSM Exam by Visiting URL

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