CIS-CSM^{Q&As}

Certified Implementation Specialist - Customer Service Management

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QUESTION 1

What happens to a case whenever the state of one of the associated IT Service Management records (incident, problem, change) is updated?

A. The case escalates to an assignment group as defined in the default escalation template

B. The case work notes are updated automatically

C. The case action status changes to Related Task Updated

D. The case displays a special handling note highlighting the update

Correct Answer: B

QUESTION 2

When are any changes to the platform considered a customization?

A. When they require an implementation spread across all project phases

B. If they are NOT applied through the usage of built-in tools on the Now Platform

C. When they are solely implemented for a custom application

D. When there are business demands for custom functionality that is not offered out-of-the-box

Correct Answer: A

QUESTION 3

Which of the following are benefits that may be gained from using communities? (Choose three.)

A. Reduce support costs

B. Engagement with Customers

C. Get product feedback

D. Reduce cost per sales

E. Increase marketing effectiveness

Correct Answer: BCE

QUESTION 4

Which of the following statements is correct when the \\'Contact Local Time\\' field is enabled in a case form?

A. The field is not based of the customers profile time zone

B. The field is active in the base form

C. The field is always based on the system time zone

D. Agents can use the field to identify if it is the right time to contact customer

Correct Answer: A

QUESTION 5

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

Correct Answer: B