



CIS-CSM^{Q&As}

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QUESTION 1

What is the most efficient way to get cases to be dosed automatically after a few days?

- A. Set the property glide.auto.close.cases.resolved to true
- B. Create a workflow associated with cases with a timer that changes the state after a few days
- C. Create a Scheduled job that looks at the resolved_at date
- D. Activate the Auto Close Resolved Cases flow

Correct Answer: D

QUESTION 2

Which of the following is correct regarding the create contact (consumer) feature in CSM Workspaces?

- A. The create contact (consumer) feature is available in all CSM Workspaces
- B. The create contact (consumer) feature is not available in any of the CSM Workspaces
- C. The create contact (consumer) feature is only available in the CSM Configurable Workspace
- D. The create contact (consumer) feature is only available in the Agent Workspace

Correct Answer: D

QUESTION 3

Which role must B2B and B2C customers obtain, at a MINIMUM, to access to a ServiceNow instance?

- A. External (snc_external)
- B. Account Contact (sn_customerservice.account_contact)
- C. Customer (sn_customerservice.customer)
- D. Case Creator (sn_customerservice.case_creator)

Correct Answer: C

QUESTION 4

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 5

Which ServiceNow products can be integrated out-of-the-box with CSM? (Choose three.)

A. ITOM Event Management

B. Risk Management

C. Strategic Portfolio Management

D. DevOps

E. Financial Management

Correct Answer: ACD

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