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QUESTION 1

HOTSPOT

Match the business rule to its function in the Self-Service Portal.

Hot Area:

Answer Area

After registration request submittal, shows info message to user

Shows message to remind users to enter a correct registration code

Validates registration code and assigns account based on the registration code

Checks if the registration is valid based on the user's email address Display rule
Display request message
validate_registration
Update account based on reg code

Display rule
Display request message
validate_registration
Update account based on reg code

Display rule
Display rule
Display request message
validate_registration
Update account based on reg code

Display request message
validate_registration
Update account based on reg code

Display rule
Display rule
Display rule
Display request message
validate registration

Update account based on reg code

Correct Answer:



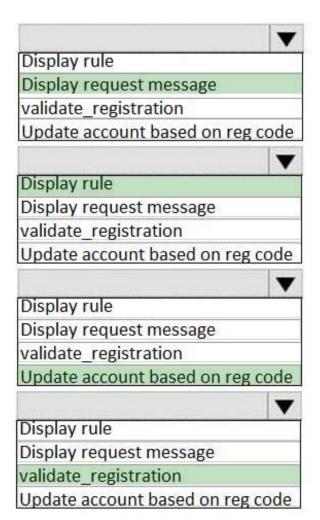
Answer Area

After registration request submittal, shows info message to user

Shows message to remind users to enter a correct registration code

Validates registration code and assigns account based on the registration code

Checks if the registration is valid based on the user's email address



Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html

QUESTION 2

What is knowledge article versioning?

- A. A content tracker for knowledge articles
- B. A knowledge article publishing guide
- C. The ability to manage and track article updates
- D. A knowledge article numbering guide

Correct Answer: A



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QUESTION 3

In ServiceNow\\'s CSM Application, what is an interaction?

- A. Any configuration item that has been made accessible to customers
- B. A record that a Customer Service Agent uses to identify and resolve a question or an issue for an external customer
- C. A binding agreement between two parties
- D. A request for assistance made through a chat, phone call, or walk-up

Correct Answer: D

QUESTION 4

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

- A. Apply Role by Customer
- B. Auto Assessment
- C. Change Update to Close
- D. Update Case Entitlement

Correct Answer: BD

QUESTION 5

When are child cases updated from the parent case?

- A. Clicking on the Child Sync UI
- B. Scheduled Job
- C. Automatically upon update of parent
- D. When the Sync scheduled job runs

Correct Answer: C

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