

CIS-CSM^{Q&As}

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QUESTION 1

Which of the following functions can be completed when using the Field Service Management Application on a mobile device offline? (Choose three.)

- A. Manage requests
- B. Execute assigned tasks
- C. Close work orders
- D. Manage cases
- E. Manage assets

Correct Answer: BCD

QUESTION 2

In the Customer Service Management space what defines the term asset?

- A. A physical item
- B. A specific product instance supported for a customer
- C. A product that a company supports
- D. A resource that allows a business service

Correct Answer: B

QUESTION 3

Which of the following is a required field in the Resolution Information tab in order to close a case?

- A. Cause
- B. Closed
- C. Resolution notes
- D. Closed by

Correct Answer: C

QUESTION 4

Why does the implementation team need to deliver core functionality to the customer as quickly as possible?

- A. To expand the technical reach
- B. To facilitate the requirement gathering during the workshops
- C. To complete any complex customizations early enough
- D. To realize near-term ROI (Return on Investment)

Correct Answer: D

QUESTION 5

What role does the Engagement Manager play before the Workshop? (Choose two.)

- A. Project Manager
- B. Acts as intermediary
- C. Provides answers to technical problems
- D. Assists with technical requirements

Correct Answer: AD

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