

## CIS-CSM<sup>Q&As</sup>

Certified Implementation Specialist - Customer Service Management

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#### **QUESTION 1**

How many outbound	email accounts are	e supported in Customer	Service Management?
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- A. One
- B. Unlimited
- C. Two
- D. One per business service

Correct Answer: A

#### **QUESTION 2**

What should be part of the pre-engagement collateral?

- A. Frequently Asked Questions (FAQ)
- B. Scoping Guide
- C. Customer Service roles template
- D. Stock Keeping Unit (SKU) and pricing sheet

Correct Answer: C

#### **QUESTION 3**

Upon self-registration through the Consumer Service Portal, a record is created in: (Choose two.)

- A. Contact (customer\_contact)
- B. Consumer User (csm\_consumer-user)
- C. Consumer (csm\_consumer)
- D. CSM User (csm\_user)

Correct Answer: BC

#### **QUESTION 4**

#### **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

V

Display rule
Display request message
validate\_registration
Update account based on reg code

Display rule
Display rule
Display rule
Display request message

Update account based on reg code

validate registration

Correct Answer:



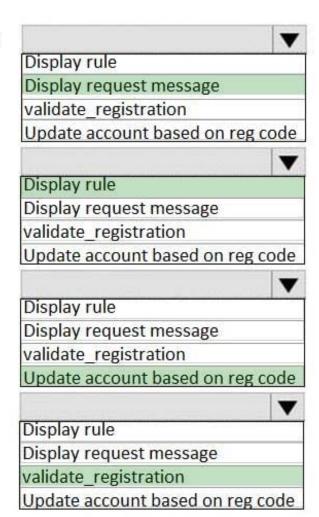
#### Answer Area

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 5**

Matching rules enhance assignment capability by \_\_\_\_\_

- A. Matching best agent by availability
- B. Providing dynamic matching of cases to groups or individuals
- C. Determining if account is a customer or partner
- D. Matching best agent by skill

Correct Answer: A



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