

CIS-ITSM^{Q&As}

Certified Implementation Specialist - IT Service Management

Pass ServiceNow CIS-ITSM Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/cis-itsm.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by ServiceNow Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

Which of the following service Catalog records may serve as a container for multiple requested items?

- A. Requested item
- B. Service Catalog Task
- C. Catalog Order
- D. Request

Correct Answer: D

QUESTION 2

When can a user (who has no assigned roles in the system) close an incident?

- A. When the user is the Caller and the incident's State is Resolved.
- B. When the user is the Caller or on the Watch list and the incident's State is Resolved.
- C. When the user is the Caller and the incident's State is not already closed.
- D. When the user is the Caller and the incident's State is not already resolved.

Correct Answer: A

QUESTION 3

An administrator notices that there are two account records in the system with the same name. A contact record with the same name is associated with each account.

Which set of steps should be taken to merge these accounts using the Salesforce merge feature?

- A. Merge the duplicate contacts and then merge the duplicate accounts.
- B. Merge the duplicate accounts and the duplicate contacts will be merged automatically.
- C. Merge the duplicate accounts and check the box that optionally merges the duplicate contacts.
- D. Merge the duplicate accounts and then merge the duplicate contacts.

Correct Answer: D

QUESTION 4

How to customize the fields that appear when a user hovers over the reference icon?

- A. Modify "ref_contributions" attribute for the field.
- B. Modify "ref_ac_column" attribute for the field.
- C. Create sys_popup view.
- D. Add a new record in the Reference Popup table and configure the variables.

Correct Answer: C

QUESTION 5

Which of the following roles is allowed to create a new CI class? (Choose two.)

- A. itil_admin
- B. itil
- C. admin
- D. cmdb_read

Correct Answer: AC

[Latest CIS-ITSM Dumps](#)

[CIS-ITSM PDF Dumps](#)

[CIS-ITSM Braindumps](#)