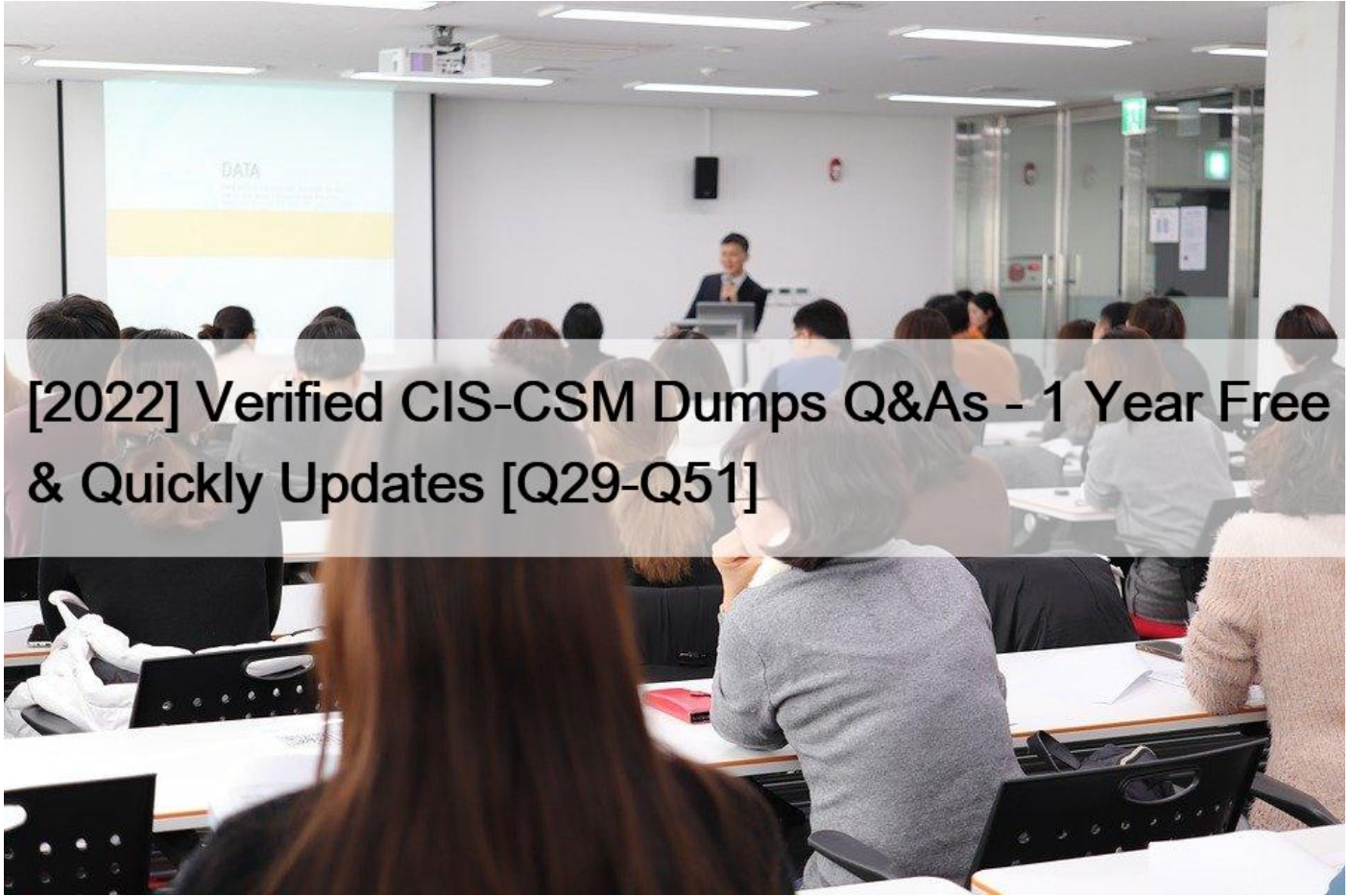


[2022 Verified CIS-CSM Dumps Q&As - 1 Year Free & Quickly Updates [Q29-Q51]



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NEW QUESTION 29

The available case types are: (Choose two.)

- * Product Support
- * Order
- * Product
- * Support

NEW QUESTION 30

What are common types of application record data that are imported during a CSM data migration? (Choose two.)

- * Knowledge Article
- * Accounts
- * Chat

* Case

NEW QUESTION 31

Match the definitions for roles relationships.

Hot Area:

Answer Area

A customer account, a partner account, or both.

▼
Partner
Account
Contact
Consumer

A supported external customer may sell and supports one or more customers.

▼
Partner
Account
Contact
Consumer

A member of an account.

▼
Partner
Account
Contact
Consumer

A person who purchases goods and services for personal use.

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A person who purchases goods and services for personal use.

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NEW QUESTION 32

Users with the sn_customerservice.proxy_contact role can do which of the following? (Choose two.)

- * Manage cases on behalf of customer service agents
- * Create cases on behalf of customers
- * Manage requests on behalf of customer service agents
- * Create requests on behalf of customers
- * Manage major incident communication on behalf of a customer service manager

NEW QUESTION 33

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

- * True
- * False

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

NEW QUESTION 34

In the Customer Service Management space, what does the term asset management mean?

- * Financial, contractual and inventory information of assets
- * A set of business activities and processes used to track assets
- * Tables in the Asset application
- * Tracking products or services customers are using

Explanation

NEW QUESTION 35

Configure chat for Agent Workspace so that agents can interact with their customers. From a chat, agents can:

Options are :

- * Escalate the chat to virtual agent
- * Create a record, such as an incident or a case
- * Escalate the chat to another agent
- * Respond to questions

NEW QUESTION 36

What are the Forum User Types? (Choose three.)

- * Admin
- * Registered
- * Public
- * Custom
- * Moderator

NEW QUESTION 37

Which of the following are true regarding integrating a ServiceNow Knowledge base with external content?

(Choose two.)

- * Imported external articles appear as attachments in ServiceNow
- * Only applications that allow WebDAV connections can be integrated
- * The imported article will have the same category it had in the source knowledge base
- * SharePoint blocks this integration

Explanation

NEW QUESTION 38

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

- * Manage requests
- * Execute assigned tasks
- * Close work orders
- * Manage cases
- * Manage assets

Explanation

Explanation:

When your mobile device is offline, you can execute assigned tasks at the task location, manage assets, track the time stamp of updated tasks, and close work orders and work order tasks. The data for tasks performed offline is stored in the device cache and synchronized when the device goes online.

Reference: <https://docs.servicenow.com/bundle/madrid-field-service-management/page/product/field-service-management/concept/mobile-experience-fsm.html>

NEW QUESTION 39

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

- * Apply Role by Customer

- * Auto Assessment
- * Change Update to Close
- * Update Case Entitlement

NEW QUESTION 40

What are features of Customer Service Management? (Choose four.)

- * Timed Audits
- * Service Entitlements
- * Demand Management
- * Service Prospecting
- * Real-time SLAs
- * Service Contracts
- * Skills-based routing

NEW QUESTION 41

Contextual Search framework is used for providing Knowledge search results in which of these scenarios?

- * Entering question in portal only
- * Record Producer only
- * Both portal question entry and Record Producer
- * None of the above

NEW QUESTION 42

Which are the key self-service functions of the Customer Support Portal? (Choose three.)

- * Community
- * Knowledge Base
- * Open An Incident
- * Service Catalog

Explanation/Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/success/playbook/self-service-improvement.pdf>

NEW QUESTION 43

The ServiceNow Communities feature is only available for customers with ServiceNow Customer Services Management licenses.

- * True
- * False

NEW QUESTION 44

Which of the following roles cannot update a consumer's record?

- * sn_customerservice_agent
- * sn_customerservice_manager
- * sn_customerservice.consumer_agent
- * admin

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/task/create-a-consumer-record.html>

NEW QUESTION 45

Information in the Case Field ‘Contact’ is copied to which Incident Field?

- * Contact
- * User
- * Customer
- * Caller

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/csm-integration-sm-incident.html>

NEW QUESTION 46

Major Issue Management uses which one of the following capabilities?

- * Governance Risk and Control
- * Targeted Communications
- * Asset management
- * Record producers

Explanation

NEW QUESTION 47

What is required to synchronize fields from a parent to a child case(s)?

- * The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
- * Major Issue Management needs to be installed and certain properties enabled
- * No action required, this is a standard Customer Service Management feature
- * The role of sn_customerservice.customer_case_manager must be assigned

Explanation

NEW QUESTION 48

How many outbound email accounts are supported in Customer Service Management?

- * One
- * Unlimited
- * Two
- * One per business service

NEW QUESTION 49

Which one is NOT a dependency for the Customer Service Plugin?

- * Task Activities
- * Skills Management
- * Openframe
- * Communities

NEW QUESTION 50

What one of the following is optional when creating a Catalog workflow?

- * Publishing the workflow
- * Defining workflow activities
- * Approving the workflow
- * Managing workflow versions

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/workflow-administration/task/t_CrtWkflwNewSvcCtlgItm.html

NEW QUESTION 51

What is required to synchronize fields from a parent to a child case(s)?

- * The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
- * Major Issue Management needs to be installed and certain properties enabled
- * No action required, this is a standard Customer Service Management feature
- * The role of sn_customerservice.customer_case_manager must be assigned

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html>

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