ServiceNow Certified Implementation Specialist - Customer Service Management Exam

ServiceNow CIS-CSM

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed? (Choose two.)

A. Choose the NLU service provider

B. In the NLU Settings configure the Intent confidence threshold

C. Enable NLU in Virtual Agent

D. In the NLU Settings configure the Entity confidence threshold

ANSWER: B C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-now-intelligence/page/administer/virtual-agent/concept/va-nlu-model-support.html

QUESTION NO: 2

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

A. Close Cases in Resolved state

B. Auto Close Resolved Cases

C. Resolved to Close State

D. Move Resolved Cases to Closed

ANSWER: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/concept/auto-close-customer-service-case.html

Customer service cases in the **Resolved** state can be closed automatically if customers do not take any action.

This feature uses the **Auto Close Resolved Cases** Flow Designer flow.

Note: This flow is not active by default.

The **Auto Close Resolved Cases** Flow Designer Flow identifies cases in the **Resolved** state that are waiting for a customer response and takes the following actions:

- Sends a reminder notification to the customer after 5 days with no response that the case is pending solution acceptance.
- Closes the case and sends a reminder notification to the customer after 10 days that the case has been auto closed.

The notifications are added to the **Additional comments** field on the Case form.
The system administrator can enable the **Auto Close Resolved Cases** flow and configure the timing of the reminder notifications. The default settings include two notifications that are sent at 5 days and 10 days after a case has been resolved. The system administrator can also create additional notifications to the flow.

The system administrator can also create a configuration that enables both the system and agents to exclude cases from auto closure.

QUESTION NO: 3 - (HOTSPOT)

HOTSPOT

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 that, sells 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.	Partner / Account / Contact / Consumer

ANSWER:

Explanation:

QUESTION NO: 4

What happens to a case whenever the state of one of the associated IT Service Management records (incident, problem, change) is updated?

A. The case escalates to an assignment group as defined in the default escalation template

B. The case work notes are updated automatically

C. The case action status changes to Related Task Updated

D. The case displays a special handling note highlighting the update

ANSWER: B

QUESTION NO: 5

What types of escalation templates can be created? (Choose two.)

A. Case

B. Sold Product

C. Consumer

D. Account

ANSWER: A D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/task/create-escalation-template.html

Approval Group	If the **Use Default Approval Workflow** check box is enabled: ◦ For the **Case Escalation** type, you can select an additional approval group. ◦ For the **Account Escalation** type, you must select an approval group. **Note:** If there are no approvers, escalation requests are automatically approved.

QUESTION NO: 6

Proactive Customer Service Operations works Event Management to proactively monitor and fix issues affecting customers. It can also trigger case workflow's and enable organizations to notify customers whose services or products are impacted by an outage or issue. What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

A. Proactive Prevention

B. Service-Aware Install Base

C. Service Reporting

D. Proactive Case

E. Service-Aware CMDB

F. Service Monitoring

ANSWER: B D F

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-release-notes/page/release-notes/customer-service-management/customer-service-management-rn.html

QUESTION NO: 7

In Agent Workspace Chat, Agents have the ability to use quick actions to work more efficiently. What action does the /r quick action perform?

A. Rejects an incoming chat and moves it automatically to the “General” queue

B. Routes the chat towards another group

C. Uses response templates to insert as text in a conversation

D. Rolls up the current chat history towards an existing case

ANSWER: C

Explanation:

Reference: https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/administer/workspace/concept/quick-actions.html

QUESTION NO: 8

Which application must be activated to enable customers to check in on-line for future appointments?

A. Business Location

B. Walk-Up Experience

C. Field Service Management

D. Service Organization

ANSWER: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/task/csm-walkup-enable-appt-booking.html

Enable or disable the appointment booking feature for Walk-up Experience as well as for the individual walk-up service locations available to customers.

Before you begin

Role required: admin or sn_csm_walkup.walkup_admin

About this task

The Appointment Booking plugin (com.snc.appointment_booking) must be activated to use the application.
When you enable appointment booking, the **Schedule an appointment** tab appears on the online check-in page. Users choose a reason for the appointment and select a date a time from the available appointments.

QUESTION NO: 9

What are the characteristics of Knowledge Categories?

A. Shareable across KBs: Yes ; Multi-Level: No

B. Shareable across KBs: No ; Multi-Level: Yes

C. Shareable across KBs: No ; Multi-Level: No

D. Shareable across KBs: Yes ; Multi-Level: Yes

ANSWER: B

QUESTION NO: 10

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

A. Admin

B. Registered

C. Public

D. Custom

E. Moderator

ANSWER: B C E

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-communities/concept/communities-permissions.html