

# ServiceNow

CIS-CSM

*Certified Implementation Specialist - Customer Service Management*



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## Product Version

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# Latest Version: 6.2

## Question: 1

Agents and managers cannot create knowledge articles from Community questions.

- A. True
- B. False

**Answer: B**

Explanation:

The ownership group for this knowledge article. An ownership group consists of a group of members and A manager who are responsible for approvals, ensuring article quality, and feedback tasks.

Ownership groups

can publish, edit, and retire knowledge articles that they are associated with.

Reference: <https://docs.servicenow.com/bundle/orlando-servicenowplatform/page/product/knowledgemanagement/task/create-knowledge-article.html>

## Question: 2

Information about a customer's service contract is found in Knowledge.

- A. False
- B. True

**Answer: A**

Explanation:

Reference: [https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c\\_ContractsAndEntitlements.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_ContractsAndEntitlements.html)

## Question: 3

From what places in SN can an agent create a case? (Choose three.)

- A. Customer Service Application
- B. Contact
- C. Account
- D. Chat

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**Answer: A, C, D**

Explanation:

Reference: [https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r\\_CustomerServiceCaseForm.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html)

### Question: 4

What are the conditions that matching rules are based on? (Choose two.)

- A. Agent resources best suited to work on a case
- B. Specific routing rules
- C. Filters set up in advanced work assignment
- D. Specific case attributes

**Answer: A, D**

Explanation:

Reference: [https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c\\_CaseRouting.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_CaseRouting.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

**Answer: D**

Explanation:

Reference: [https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c\\_CaseRouting.html](https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_CaseRouting.html)

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