ServiceNow

CIS-CSM

Certified Implementation Specialist - Customer Service Management

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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

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

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

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

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

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