[Aug 25, 2022 CIS-CSM Exam Dumps - Try Best CIS-CSM Exam Questions - VCEPrep [Q25-Q43
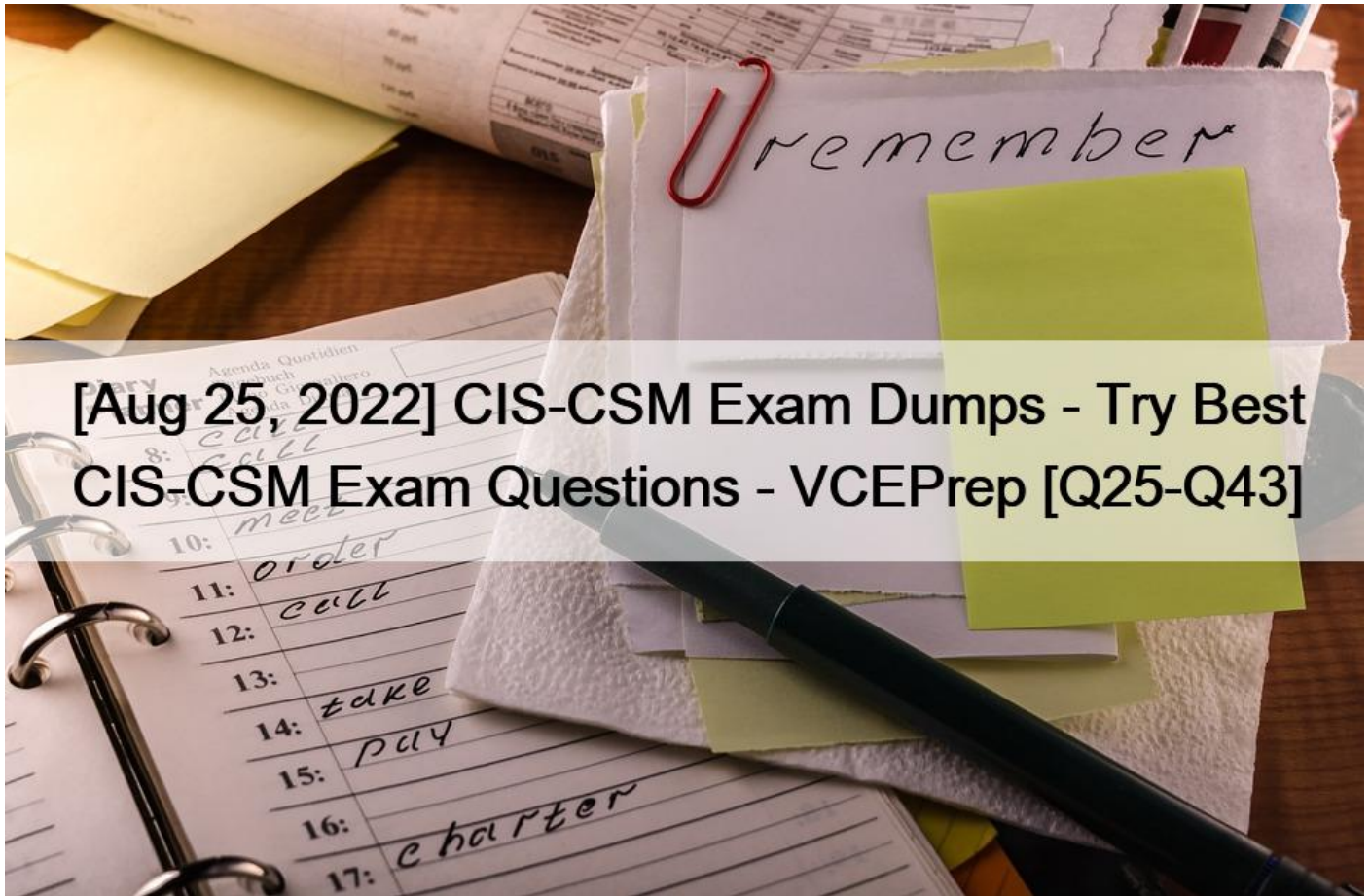

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Sample Questions

Sample Item - Incident Management:

If a parent Incident is updated to reflect a new Assignment Group, Work Notes, and

related Problem, which corresponding fields are updated on the child Incident(s)?

- Work Notes- Assignment Group and Work Notes- No updates are made to child Incidents- Assignment Group, Work Notes, and related Problem

Sample Item - Problem Management:

When creating a problem record from an incident record, which element defines the

field mapping between the two?

- Problem created from system property (com.sn-problem.create_from_incident.attributes)- Create Problem UI action- ProblemUtils script include- ProblemV2Util script include

Sample Item - Change and Release Management:

Conflict detection in change management can identify conflicts from which of the

following reasons?

- The changes schedule does not give appropriate lead time- The CI is not in the maintenance window- The change scheduled is outside of business hours- The change schedule is during blackout periods- Existing scheduled changes to the CI

Sample Item - Knowledge Management:

Each time a knowledge article is viewed, a record with the user identity and whether

the articles was attached to a task, is added to which table?

- Knowledge Feedback [kb_feedback- Knowledge Use [kb_use- Knowledge Search Log [ts_query_kb- Knowledge [kb_knowledge

Sample Item - Service Catalog / Request Management:

Which one of the following is proper syntax for accessing values of variables from a

Record Producer script field?

- current.variable_name- producer.variable_name- g_form.getReference(?variable_name')- g_form.getVariable(?variable_name')

Sample Item - Configuration Management Database (CMDB):

Which field on a Configuration Item (CI) may be used to route Incidents to the

appropriate group to quickly resolve Incidents related to the CI?

- Managed By- Change Control- Support Group- Assignment Group **NO.25** 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

Explanation

NO.26 Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

* Open an incident
* Viewing knowledge articles
* Live chat
* Consumer self-registration

NO.27 Which of the following are true regarding the Community Portal application? (Choose two.)

* It is available to any customer with a Community license
* It is available by default with the Support and Service portals
* It is only available to CSM license holders
* Most of the configuration does not require System Administrator role

NO.28 Articles can provide the following: (Choose three.)

* Document current and known issues
* Provide answers and responses to common issues or questions
* Information about customer’s service contract
* Share product information

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge-management/topic/p_KnowledgeManagment.html

NO.29 What should be part of the pre-engagement collateral?

* Frequently Asked Questions (FAQ)
* Scoping Guide
* Customer Service roles template
* Stock Keeping Unit (SKU) and pricing sheet

Explanation

NO.30 Match the definitions for roles relationships.

Hot Area:

Answer Area

Definition	Answer
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 Area

Definition	Answer
A customer account, a partner account, or both.	Account (selected)
A supported external customer that, sells and supports one or more customers.	Partner (selected)
A member of an account.	Contact (selected)
A person who purchases goods and services for personal use.	Consumer (selected)

Answer Area

NO.31 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

NO.32 Partner admin contacts have access to the data of both their partner accounts and customer accounts.

* True
* False

Explanation

NO.33 ACME corporation wants to use ServiceNow CSM for supporting their customers through Twitter. What CSM entity would you recommend ACME to store the customer’s Twitter profile details?

* Account
* Not supported
* Consumer
* Social Profile
* Personnel File

NO.34 What are the Forum User Types? (Choose three.)

* Admin
* Registered
* Public
* Custom
* Moderator

Explanation

NO.35 Major Issue Management uses which one of the following capabilities?

* Governance Risk and Control
* Targeted Communications

* Asset management
* Record producers
Explanation

NO.36 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

NO.37 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

NO.38 How many active OpenFrame configurations can you have on an instance?
* 2
* Unlimited
* 1
* 3

NO.39 What are common types of application record data that are imported during a CSM data migration? (Choose two.)
* Knowledge Article
* Accounts
* Chat
* Case

NO.40 What is required to enable the Follow the sun field on the Customer Service Case form?
* Nothing, it is a standard field
* The value property on the form must be set to true
* The plugin ‘com.snc.csm_time_recording’ needs to be activated
* The value property on the form must be set to true and the field added to the case form
Explanation

NO.41 The Customer Support Portal default configuration provides the following channels to interact with customers?

(Choose two.)
* Web
* Social
* Chat
* Email

NO.42 The Customer Support Portal default configuration provides the following channels to interact with customers?

(Choose two.)
* Web
* Social

* Chat
* Email
Explanation

NO.43 Cost Information on cases is available as part of the Performance Analytics Content Pack for Customer Service.
* True
* False
Explanation

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