

ServiceNow.CIS-CSM.v2022-04-26.q41

□□□□:	CIS-CSM
□□□□:	ServiceNow Certified Implementation Specialist - Customer Service Management Exam
□□□:	ServiceNow
□□ □□ □ □□:	41
□□:	v2022-04-26
# □□ □:	1436
# □□ □□ □:	410
https://www.krdump.com/ServiceNow.CIS-CSM.v2022-04-26.q41.html	

NEW QUESTION: 1

□□ □□□□ □□□ □□ □□ □□□ □□□? (2□□ □□□□□.)

A. □□□□ □□□

B. □□□ □□

C. □□□□ □□□ □□ □□ □□

D. □□ □□ □□ □□

Answer: ([SHOW ANSWER](#))

□□/□□: <https://jobs.jobvite.com/servicenow/job/oKxz8fwl>

NEW QUESTION: 2

sn_customerservice.proxy_contact □□□ □□ □□□□ □□ □ □□ □□□ □□□ □ □
□□□? (2□□ □□□□□.)

A. □□ □□□ □□□□□ □□□□ □□□□ □□□□□.

B. □□□ □□□□ □□ □□□

C. □□ □□□ □□□□□ □□□□ □□ □□

D. □□□ □□□□ □□ □□

E. □□ □□□ □□□□ □□□□ □□ □□ □□□□□□□ □□□□□.

Answer: ([SHOW ANSWER](#))

□□/□□: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/employee-create-case-for-customer.html>

NEW QUESTION: 3

□□□□ SN□ □□ □□□□ □□□□ □□□ □ □□□□? (3□□ □□□□□.)

- A.** ☐☐☐
- B.** ☐☐
- C.** ☐☐ ☐☐☐ ☐☐
- D.** ☐☐

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 4

□□ □□□ □□□ □□□□□? (3□□ □□□□□.)

- A. ☐☐☐
- B. ☐☐☐
- C. ☐☐
- D. ☐☐☐ ☐☐
- E. ☐☐☐

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 5

[illegible]

- A. ☐☐☐
B. ☐☐☐
C. VIP
D. ☐☐

Answer: D (LEAVE A REPLY)

NEW QUESTION: 6

□□ □□ '□□□'□ □□□ □□ □□ □□□ □□□□□?

- A.** ☐ ☐ ☐
- B.** ☐ ☐ ☐
- C.** ☐ ☐
- D.** ☐ ☐ ☐

Answer: A ([LEAVE A REPLY](#))

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

NEW QUESTION: 7

☐☐☐ ☐☐☐ ☐☐☐☐ ☐☐☐ ☐☐☐ ☐☐☐☐ ☐☐☐☐

- A. ☐ ☐
- B. ☐ ☐

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 8

□□ □ □□□ □□□ □□□□□ □□ □□ □□□□□?

- A. □□ □□ □□□
- B. □□ □□ □□(FAQ)
- C. SKU(Stock Keeping Unit) □ □□□
- D. □□ □□□ □□ □□□

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

□□ □□□□□ □□□ □□□□□?

- A. KB □□ □□ □□: □□□ ; □□□: □
- B. KB □□ □□ □□: □□□ ; □□□: □□□
- C. KB □□ □□ □□: □ ; □□□: □□□
- D. KB □□ □□ □□: □ ; □□□: □

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 10

□□ □ □□□ □□□ □□□□□ □□ □□ □□□□□?

- A. □□ □□ □□(FAQ)
- B. □□ □□ □□□
- C. □□ □□□ □□ □□□
- D. SKU(Stock Keeping Unit) □ □□□

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

□□□ □□□ □□□ □ □□□□. (3□□ □□□□□□.)

- A. □□ □ □□□ □□ □□□
- B. □□□□ □□ □□ □□□ □□ □□ □ □□ □□
- C. □□□ □□□ □□□□□ □□ □□
- D. □□ □□ □□

Answer: A,B,D ([LEAVE A REPLY](#))

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

NEW QUESTION: 12

□□□ □□□ □□□□□ □□ □□□ □□ □□□ □□□□□?

- A. □□

B. ☐ ☐

C. ☐ ☐

D. □□

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

□□ □□□ □□□□ □□□□ □□□□□ □□□ □□□ □ □□□□?

A. ☐ ☐

B. ☐ ☐ ☐

C. 1

D. ☐

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

□□□□ SN□ □□ □□□□ □□□□ □□□ □ □□□□? (3□□ □□□□□.)

A. ☐☐ ☐☐☐ ☐☐

B. □ □ □

C. ☐ ☐

D. ☐ ☐

Answer: ([SHOW ANSWER](#))

□□/□□: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

NEW QUESTION: 15

? (2 .)

A. ☐ ☐ ☐ ☐ ☐

B. ☐ ☐ ☐ ☐ ☐

C. ☐ ☐ ☐ ☐ ☐ ☐

D. ACL

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

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A. ☐ ☐

B. □□

Answer: (SHOW ANSWER)

CIS-CSM ☐☐ ☐☐☐ ☐☐☐☐☐ ☐☐ DumpTop ☐☐ ☐☐☐☐ ☐☐☐ CIS-CSM ☐☐!
DumpTop ☐ ☐☐ **CIS-CSM** ☐☐ ☐☐☐ ☐☐☐☐☐☐, DumpTop CIS-CSM ☐☐ ☐☐
☐ ☐☐☐☐☐☐☐☐ ☐☐☐ ☐☐☐☐☐☐☐. ☐☐☐☐ ☐☐☐ ☐☐☐☐ ☐☐ DumpTop
CIS-CSM ☐☐☐ ☐☐☐☐☐. [https://www.dumptop.com/ServiceNow/CIS-CSM-](https://www.dumptop.com/ServiceNow/CIS-CSM-dump.html)
[dump.html](https://www.dumptop.com/ServiceNow/CIS-CSM-dump.html) (261 Q&As Dumps, **30%OFF** Special Discount: **KrDump**)

NEW QUESTION: 17

☐☐☐ ☐☐☐ ☐☐☐ ☐ ☐☐☐☐. (3☐☐ ☐☐☐☐☐☐.)

A. ☐☐☐ ☐☐☐ ☐☐☐☐☐ ☐☐ ☐☐

B. ☐☐ ☐☐ ☐☐

C. ☐☐☐☐ ☐☐ ☐☐ ☐☐☐ ☐☐ ☐☐ ☐ ☐☐ ☐☐

D. ☐☐ ☐ ☐☐☐ ☐☐ ☐☐☐

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 18

☐☐ ☐☐☐ ☐☐☐ ☐☐☐ ☐☐☐☐☐? (4☐☐ ☐☐☐☐☐.)

A. ☐☐ ☐☐

B. ☐☐ ☐☐ ☐☐☐

C. ☐☐☐ ☐☐

D. ☐☐☐ SLA

E. ☐☐☐ ☐☐

F. ☐☐☐ ☐☐

G. ☐☐ ☐☐

Answer: B,D,F,G ([LEAVE A REPLY](#))

NEW QUESTION: 19

☐☐ ☐☐☐ ☐☐ ☐☐☐ ☐☐☐☐☐☐.

☐☐☐ ☐☐:

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:

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 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	

NEW QUESTION: 20

Predictive Intelligence □ □□□ □□ □□ □□□ □□□□□.

- A.** □□ □□□ □□ □□
- B.** □□ □□ □□ Case □ □□
- C.** □□ □□□□ □ □□□ □□ □□ □□□□□ □□□ □□
- D.** □□ □□□□ □□□□ □ □□□ □□□ □ □□□

Answer: B (LEAVE A REPLY)

NEW QUESTION: 21

[illegible]

- A.** ☐ ☐ ☐ ☐ ☐ true ☐ ☐ ☐ ☐ ☐ ☐.
- B.** ☐ ☐, ☐ ☐ ☐ ☐ ☐.
- C.** ☐ ☐ ☐ ☐ ☐ true ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐.
- D.** ☐ ☐ ☐ ☐ 'com.snc.csm time recording' ☐ ☐ ☐ ☐ ☐ ☐.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 22

□□ □□ □□□ □□ □□ □□□ □□□ □□□□□? (3□□ □□□□□.)

- A.** □ □ □ □
- B.** □ □ □ □
- C.** □ □ □ □
- D.** □ □ □ □ □ □ □ □

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

□□□□ □□□ □□ □□□ □ □□□ □□□ □□ □□□ □□ □□□ □□□□□. □□
□□ □□□□ □□□ □□□ □ □□□□.
□□□ □□□ □□□□.

- A. □□□ □□ □□□□□ □□□□□□□□□.
- B. □□□ □□
- C. □□□□ □□ □□ □□□ □□
- D. □□□ □□ □□□□□□ □□□□□□

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

□□ □□□ □□ □□□□ □□ □□□□ □□□ □□□ □□□□□?

- A. □□□ □□□□ □□ □□ □□□ □□
- B. □□□ □□, □□ □ □□ □□
- C. □□ □□□□□□□ □□□
- D. □□ □□□ □□□□ □□□ □□□□ □□ □ □□□□

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 25

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- A. □□
- B. □□

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 26

□□□□ □□ □□□□□□ □□ □ □□ □□ □□□ □□□□ □ □□□□□.

- A. □□□□□ □□ □□
- B. □□□ □□□□ □□
- C. □□ □□ □□ □ □□□ □□□□ □□
- D. □ □□ □□

Answer: B ([LEAVE A REPLY](#))

□□/□□: https://docs.servicenow.com/bundle/madrid-platform-administration/page/administer/contextual-search/concept/c_DefineContextualSearch.html

NEW QUESTION: 27

□□□□ □□ □□□ □□□ □□□□□?

- A. □□ □□ □□□□ □□□ □□□ □ □□□ □□□.
- B. □□ □□□□ □□ □□□ □□□.
- C. □□□ □□□ □ □□□□.

D. ☐☐☐☐ ☐☐☐☐☐☐ ☐☐ ☐☐

Answer: A (LEAVE A REPLY)

NEW QUESTION: 28

[illegible]

A. ☐ ☐

B. ☐ ☐

Answer: A (LEAVE A REPLY)

NEW QUESTION: 29

CSM □□□ □□□□□□ □□ □□□□ □□□□ □□□ □□□□□□ □□ □□□□ □
□□□□?

(2□□ □□□□□.)

A. ☐ ☐

B. ☐ ☐ ☐

C. ☐ ☐

D. □□ □□

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

□□□□□ □ □□ □□ OpenFrame □□□ □□ □ □□□□?

A. 2

B. ☐ ☐ ☐

C. 1

D. 3

Answer: B (LEAVE A REPLY)

□□/□□: https://docs.servicenow.com/bundle/jakarta-customer-service-management/page/product/customer-service-management/task/t_CreateAnOpenFrameConfiguration.html

NEW QUESTION: 31

ServiceNow □□ □□□ □□ □□□□ □□□□ □□ □□□□ □□ □ □□ □□ □□□
 □□?

(2□□ □□□□□.)

A. WebDAV

B. □□□ □□□ □□ □□ □□□□□ □□□ □□□ □□□□.

C. SharePoint

D. □□□ □□ □□□ ServiceNow□□ □□ □□□ □□□□□.

Answer: ([SHOW ANSWER](#))

CIS-CSM                                 

NEW QUESTION: 32

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- A.** ☐ ☐
- B.** ☐ ☐

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

□□ □□□ □□□□□ □□ □□□□ □□ □□ □□□□□?

- A.** ☐ ☐ ☐ ☐
- B.** ☐ ☐ ☐ ☐
- C.** ☐ ☐ ☐ ☐
- D.** ☐ ☐ ☐ ☐ ☐

Answer: C (LEAVE A REPLY)

NEW QUESTION: 34

```
sn_customerservice.proxy_contact □□□ □□ □□□□ □□ □ □□ □□□ □□□ □ □
□□□? (2□□ □□□□□.)
```

- A.** □□ □□□ □□□□ □□□□ □□ □□ □□□□□□□ □□□□□.
B. □□ □□□ □□□□□ □□□□ □□ □□
C. □□□ □□□□ □□ □□
D. □□□ □□□□ □□ □□□
E. □□ □□□ □□□□□ □□□□ □□□□ □□□□□.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

□□ □□□ □□□ □□ □□□ □□□□□? (2□□ □□□□□.)

- A.** ☐☐ ☐☐ ☐☐☐☐ ☐☐☐ ☐☐
- B.** ☐☐ ☐☐☐ ☐☐
- C.** ☐☐ ☐☐☐ ☐☐
- D.** ☐☐☐ ☐☐☐ ☐☐ ☐☐☐☐ ☐☐☐ ☐☐☐

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 36

□□□□ □□□□ □□□□ □□□□ □□ □□□ □□ □ □□□□.

A. □□

B. □□

Answer: ([SHOW ANSWER](#))

□□

□ □□ □□□ □□□ □□□□□. □□□ □□□ □□, □□ □□ □□ □ □□□ □□□
□□□□ □□□ □□□ □□□□ □□□□□. □□□ □□□ □□□ □□ □□□ □□, □
□ □ □□□ □ □□□□.

NEW QUESTION: 37

□□□□□ □ □□ □□ OpenFrame □□□ □□ □ □□□□?

A. 1

B. 3

C. □□□

D. 2

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 38

Customer Service Management □□ □□□ □□□ □□□□ □□□ □□□□□? (2□□
□□□□□.)

A. □□ □□ □□□□

B. □□ □□

C. □□□ □□ □□

D. □□□□□ □□□ □□

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 39

□□□□□ □ □□ □□ OpenFrame □□□ □□ □ □□□□?

A. 2

B. 1

C. □□□

D. 3

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 40

□□ □□□ □□ □□ □ □□ □□ □□ □□ □□ □□ □ □□□□?

A. □□

B. □□□

C. VIP

D. □□□

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

□□ □□□ □□□ □□□□□? (3□□ □□□□□.)

A. □□□

B. □□□

C. □□□

D. □□

E. □□□ □□

Answer: A,C,D ([LEAVE A REPLY](#))

CIS-CSM □□ □□□ □□□□□ □□ DumpTop □□ □□□□ □□□ CIS-CSM □□!
DumpTop □ □□ **CIS-CSM** □□ □□□ □□□□□□, DumpTop CIS-CSM □□ □□
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