

## Exam Questions CIS-CSM

ServiceNow Certified Implementation Specialist - Customer Service Management Exam

<https://www.2passeasy.com/dumps/CIS-CSM/>



#### NEW QUESTION 1

In ServiceNow's CSM Application, what is an interaction?

- A. Any configuration item that has been made accessible to customers
- B. A record that a Customer Service Agent uses to identify and resolve a question or an issue for an external customer
- C. A binding agreement between two parties
- D. A request for assistance made through a chat, phone call, or walk-up

**Answer:** D

#### NEW QUESTION 2

Which of the following functions can be completed when using the Field Service Management Application on a mobile device offline? (Choose three.)

- A. Manage requests
- B. Execute assigned tasks
- C. Close work orders
- D. Manage cases
- E. Manage assets

**Answer:** BCD

#### Explanation:

When your mobile device is offline, you can execute assigned tasks at the task location, manage assets, track the time stamp of updated tasks, and close work orders and work order tasks. The data for tasks performed offline is stored in the device cache and synchronized when the device goes online. Reference: <https://docs.servicenow.com/bundle/madrid-field-service-management/page/product/field-servicemanagement/concept/mobile-experience-fsm.html>

#### NEW QUESTION 3

Which of the following allows you to install out-of-the-box Customer Service Management applications within your ServiceNow instance? Choose 2 answers

- A. Store APPs
- B. XML unloads
- C. Update Sets
- D. Plugins

**Answer:** AD

#### Explanation:

Store Apps: The exclusive source for Now Certified enterprise workflow apps from partners that complement and extend ServiceNow.

- Plugins: Plugins are software components that provide specific features and functionalities within a ServiceNow instance.

[https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/plugins/concept/c\\_ServiceNowPlugins.html](https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/plugins/concept/c_ServiceNowPlugins.html)

[https://store.servicenow.com/sn\\_appstore\\_store.do#!/store/aboutus](https://store.servicenow.com/sn_appstore_store.do#!/store/aboutus)

#### NEW QUESTION 4

Which roles are responsible for maintaining account team membership? (Choose two.)

- A. Customer Admin [sn\_customerservice.customer.admin]
- B. Customer Case Manager [sn\_customerservice.customer\_case\_manager]
- C. System Administrator [admin]
- D. Customer Service Manager [sn\_customerservice\_manager]

**Answer:** CD

#### NEW QUESTION 5

What role does the Engagement Manager play before the Workshop? (Choose two.)

- A. Project Manager
- B. Acts as intermediary
- C. Provides answers to technical problems
- D. Assists with technical requirements

**Answer:** AD

#### Explanation:

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

#### NEW QUESTION 6

What are Special Handling Notes used for?

- A. Bring important information about individual records to an agent's attention
- B. For agents to view articles and attach them to a case
- C. To ensure customers get the service they are entitled to receive
- D. Help agents identify in which time zone a contact is located

**Answer:** A

#### NEW QUESTION 7

Assignment workbench enables customer service managers to assign tasks to agents via configurable criteria known as Matching Rules. Which out-of-the-box configurable criteria can be used? (Choose three.)

- A. Assigned Cases
- B. Agent Affinity
- C. Availability Today
- D. Matching Skills
- E. Agent History

**Answer:** ACD

#### NEW QUESTION 8

True/False: The Agent Chat [com.glide.interaction.awa] plugin is required for chat in Agent Workspace.  
Options are :

- A. False
- B. True

**Answer:** B

#### NEW QUESTION 9

\_\_\_\_\_ is a role for agents who assists consumers with questions, issues, and problems. This user creates, views, and edits cases and works with consumers to resolve cases. Typically supports a specific set of products across one or more communication channels. An agent can belong to one or more agent groups.  
Options are :

- A. Partner [sn\_customerservice.partner]
- B. Agent [sn\_customerservice\_agent]
- C. Consumer Agent [sn\_customerservice.consumer\_agent]
- D. Agent manager [sn\_customerservice\_manager]
- E. Customer case manager [sn\_customerservice.customer\_case\_manager]
- F. Customer administrator [sn\_customerservice.customer\_admin]

**Answer:** C

#### NEW QUESTION 10

Once a major case candidate is approved a major case is created. What then happens to the customer case?

- A. The customer case becomes a child case of the major case
- B. The customer case will be automatically closed
- C. The customer case becomes the parent case of the major case
- D. The customer case will automatically be related to a problem

**Answer:** C

#### NEW QUESTION 10

When working with case types, what is the lowest level in the case type hierarchy called?

- A. Leaf-level
- B. Decision-level
- C. Base-level
- D. Sub-level

**Answer:** A

#### NEW QUESTION 15

When are any changes to the platform considered a customization?

- A. When they require an implementation spread across all project phases
- B. If they are NOT applied through the usage of built-in tools on the Now Platform
- C. When they are solely implemented for a custom application
- D. When there are business demands for custom functionality that is not offered out-of-the- box

**Answer:** D

#### NEW QUESTION 17

To which recipient types can targeted communications (publications) be sent? (Choose two.)

- A. Outsourced Service Providers
- B. Contacts
- C. Internal users
- D. Households

**Answer:** BC

#### NEW QUESTION 19

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- A. Set the Agent Experience (What agents see in their Workspace inbox)
- B. Define Assignment Rules (How to assign work items)
- C. Define Work Item Queues (Where to route)
- D. Configure Service Channels (What to route)

**Answer:** B

#### NEW QUESTION 23

Is the Customer Service Social Integration plugin (com.sn\_cs\_social) activated as part of the Customer Service Management plugin?  
Options are :

- A. Maybe
- B. No
- C. Yes
- D. I don't know

**Answer:** C

#### NEW QUESTION 24

What is the purpose of the sidebar feature in CSM Configurable Workspace?

- A. Enables managers to discreetly monitor chats between agents and customers
- B. Enables agents to access response templates to help them resolve cases faster and more efficiently
- C. To enable agents to collaborate with other agents or Subject Matter Experts (SMEs) in real-time for faster case resolution
- D. Enables agents to keep information regarding details of the case visible at all times

**Answer:** C

#### Explanation:

<https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/administer/conversational-interfaces/concept/exploring-sidebar.html>

#### NEW QUESTION 27

Which one is NOT a dependency for the Customer Service Plugin?

- A. Task Activities
- B. Skills Management
- C. Openframe
- D. Communities

**Answer:** D

#### NEW QUESTION 31

From a security perspective, scoping brings several benefits: (Choose two.)

- A. Improves instance security by limiting accessibility to other applications on the instance
- B. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals
- C. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- D. The scope holds the records and acts as a container for the desired Customer Service Management Applications

**Answer:** AD

#### NEW QUESTION 32

From a service provider's perspective, is the following a product or an asset? A cable modem model that the service provider sells.

- A. Product
- B. Asset

**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)

#### NEW QUESTION 36

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 Most Voted
- C. Service Reporting
- D. Proactive Case Most Voted
- E. Service-Aware CMDB
- F. Service Monitoring

**Answer:** BDF

#### NEW QUESTION 41

What is a supported external customer that, in turn, sells to and supports one or more customers?

- A. Partner
- B. Account
- C. Contact
- D. Consumer

**Answer:** A

#### NEW QUESTION 46

What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

- A. Publish Workaround
- B. Document a Known error
- C. Complete Investigation
- D. Complete RCA
- E. Document Five Whys

**Answer:** A

#### NEW QUESTION 47

Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

- A. Open an incident
- B. Viewing knowledge articles
- C. Live chat
- D. Consumer self-registration

**Answer:** D

#### Explanation:

Source: <https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html>

#### NEW QUESTION 52

Which roles can propose a case as a Major Case candidate? (Choose three.)

- A. Proxy contact (sn\_customerservice.proxy\_contact)
- B. Customer case manager (sn\_customerservice.customer\_case\_manager)
- C. Customer service manager (sn\_customerservice\_manager) Most Voted
- D. Customer service agent (sn\_customerservice\_agent) Most Voted
- E. Major issue manager (sn\_majorissue\_mgt.major\_issue\_manager)

**Answer:** CDE

#### NEW QUESTION 57

When configuring email in Communication Channels, how many outgoing email addresses are supported?

- A. One
- B. Two
- C. Three
- D. Unlimited

**Answer:** A

#### NEW QUESTION 60

Entitlements are counted using two types of units:

- A. SLAs and contracts
- B. Days and assets
- C. Cases and products
- D. Hours and cases

**Answer:** D

#### NEW QUESTION 65

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

- A. Admin
- B. Registered
- C. Public
- D. Custom
- E. Moderator

**Answer:** BCE

**Explanation:**

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

#### NEW QUESTION 67

Partner admin (sn\_customerservice.partner\_admin) contacts have access to:

- A. Their customer account
- B. Their partner accounts
- C. Both
- D. Neither

**Answer:** C

#### NEW QUESTION 68

Major Issue Management uses which one of the following capabilities?

- A. Governance Risk and Control
- B. Targeted Communications
- C. Asset management
- D. Record producers

**Answer:** B

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/major-issue-management.html>

#### NEW QUESTION 69

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- A. B2C
- B. B2B

**Answer:** A

#### NEW QUESTION 72

The case digests feature includes which types of case communication? (Choose two.)

- A. Case Lifecycle Reports
- B. Case Action Summaries Most Voted
- C. Post Case Reviews Most Voted
- D. Case Post Mortem

**Answer:** BC

#### NEW QUESTION 73

What is required to synchronize fields from a parent to a child case(s)?

- A. The advanced plugin (com.sns.pa.customer\_service\_advanced) needs to be activated
- B. Major Issue Management needs to be installed and certain properties enabled
- C. No action required, this is a standard Customer Service Management feature
- D. The role of sn\_customerservice.customer\_case\_manager must be assigned

**Answer:** B

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html>



#### NEW QUESTION 75

When implementing Knowledge Product Entitlements, what is enabled when activating the Enable access control of Knowledge Articles system property?

- A. Allows access to knowledge articles that are related to entitlements owned by a customer
- B. Allows access to multi-product line knowledge articles
- C. Allows access to knowledge articles that are related to products owned by a customer
- D. Allows access to knowledge articles based on customer's security access

**Answer:** C

#### NEW QUESTION 80

What should be part of the pre-engagement collateral?

- A. Frequently Asked Questions (FAQ)
- B. Scoping Guide
- C. Customer Service roles template
- D. Stock Keeping Unit (SKU) and pricing sheet

**Answer:** C

#### Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/dssim.pdf> (2)

#### NEW QUESTION 82

What is the default value in the Channel field when a new case is opened by a customer in the Service Catalog, using the Customer Service Portal?

- A. Web
- B. Catalog
- C. Portal
- D. Virtual Agent

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 85

What features are included with the Customer Service Portal? Choose 3 answers

- A. Header with links for different customer activities such as creating a case
- B. Search feature to get Information from several repositories
- C. Links to information sources such as the knowledge base, community and customer support
- D. Links to marketing promotions and product coupons
- E. The ability to create new accounts

**Answer:** ABC

#### Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/use-the-customer-portal.html>

#### NEW QUESTION 86

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?

- A. Account
- B. Not supported
- C. Consumer
- D. Social Profile
- E. Personnel File

**Answer:** D

#### NEW QUESTION 91

Which of the following is a required field in the Resolution Information tab in order to close a case?

- A. Cause
- B. Closed
- C. Resolution notes
- D. Closed by

**Answer:** C

#### NEW QUESTION 95

By default what can customers with the customer (sn\_customerservice.customer) role see on the customer service portal? (Choose three.)

- A. Assets Most Voted
- B. Publications Most Voted
- C. Products Most Voted
- D. Contacts
- E. Contracts

**Answer:** ABC

#### NEW QUESTION 97

From which one of the following can an agent create a CSM Case:

- A. Human Resource Application
- B. Incident Management
- C. Chat
- D. Special Handling Note

**Answer:** C

#### Explanation:

Source: <https://docs.servicenow.com/bundle/sandiego-customer-service-management/page/product/customer-service-management/concept/customer-service-case-types.html>

#### NEW QUESTION 98

What action is required to enable agents to create an incident record for a case?

- A. They must be assigned with the read role for incident
- B. They must be assigned with the itil role
- C. They must be assigned with the snc\_internal role
- D. They must be assigned with the sn\_customerservice.itsm\_contributor role

**Answer:** B

#### NEW QUESTION 99

What is the benefit of a phased release approach?

- A. Team members schedules are able to synchronize
- B. More time to develop stories
- C. Working across multiple systems of record
- D. Delivery of core functionality quickly

**Answer:** D

#### NEW QUESTION 103

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

#### NEW QUESTION 107

The self-registration feature enables new customer contacts to submit registration requests from the customer portal. Which role is responsible for creating the unique registration code for each account?

- A. Customer Service Manager (sn\_customerservice\_manager)
- B. System administrator (admin)
- C. Service organization administrator (sn\_customerservice.service\_organization\_admin)
- D. Customer admin (sn\_customerservice.customer\_admin)

**Answer:** B

#### NEW QUESTION 111

Predictive Intelligence improves triage quality by eliminating the guesswork. Predictive Intelligence supports which of the following decisions? (Choose two.)

- A. Case Escalation
- B. Case State
- C. Case Categorization
- D. Case Prioritization

**Answer:** CD

#### Explanation:



Reference: <https://www.servicenow.com/products/predictive-intelligence.html>

#### NEW QUESTION 116

Out-of-the-box. cases are automatically closed after how many days?

- A. 3 days
- B. 5 days
- C. 10 days
- D. Cases are not automatically closed by default

**Answer:** D

#### NEW QUESTION 117

The default configuration automatically closes resolved Cases after how many days?

- A. 5 days
- B. Cases are not automatically closed by default Most Voted
- C. 3 days
- D. 10 days

**Answer:** B

#### NEW QUESTION 120

What does viewing a customer's install base enable customer service agents to do? (Choose two.)

- A. See the detailed configurations of the products and services deployed for a customer to determine the action needed
- B. Monitor alerts for operational services and configuration items that affect service health
- C. Trace information provided in a case to the right product or service to which it relates
- D. Close an upsell of related products and services not yet purchased by a customer

**Answer:** AC

#### NEW QUESTION 122

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

- A. Routes the chat towards another group
- B. Uses response templates to Insert as text in a conversation
- C. Rolls up the current chat history towards an existing case
- D. Rejects an incoming chat and moves it automatically to the general queue

**Answer:** B

#### NEW QUESTION 124

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

- A. Apply Role by Customer
- B. Auto Assessment
- C. Change Update to Close
- D. Update Case Entitlement

**Answer:** BD

#### Explanation:

Source: [https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r\\_BRIWCustomerService.html](https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_BRIWCustomerService.html)

#### NEW QUESTION 128

Information in the Case Field 'Contact' is copied to which Incident Field?

- A. Contact
- B. User
- C. Customer
- D. Caller

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 131

An account is a supported external customer and a contact is a user who is an employee of an account. How many accounts can a contact be associated with?

- A. One
- B. Two
- C. Three
- D. Multiple

**Answer:** A

#### NEW QUESTION 132

Name a security benefit gained from using scoped applications:

- A. Prevents changes to tables without explicit permission from IT
- B. Prevents third party Integrations
- C. Limits the number of update sets that can be applied
- D. Limits accessibility to other applications in the Instance

**Answer:** D

#### NEW QUESTION 136

Why does the implementation team need to deliver core functionality to the customer as quickly as possible?

- A. To expand the technical reach
- B. To facilitate the requirement gathering during the workshops
- C. To complete any complex customizations early enough
- D. To realize near-term ROI (Return on Investment)

**Answer:** D

#### NEW QUESTION 139

An entitlement defines the types of support a customer receives. Entitlements are based on a number of standard fields such as product and asset. When Proactive Customer Service Operations is implemented which additional fields could be used?  
Choose 2 answers

- A. Contact
- B. Sold product
- C. Install base Item
- D. Configuration item
- E. Business Service

**Answer:** BC

#### NEW QUESTION 143

Which of the following child case states would cause parent - child case synchronization to fail?  
Choose 3 answers

- A. Cancelled
- B. Resolved
- C. Awaiting Info
- D. In Progress
- E. Closed
- F. New

**Answer:** CDE

#### NEW QUESTION 146

What are available matching criteria for case assignment in Customer Service Management?  
Choose 3 answers

- A. Assigned Cases
- B. Distance
- C. Partner Hours
- D. Certifications
- E. Matching Skills
- F. Availability Today

**Answer:** AEF

#### Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-criteria.html>

#### NEW QUESTION 147

Which of the following roles can update a consumer's record? (Choose two.)

- A. Consumer Support Agent {sn\_customerservice.consumer\_agent}
- B. Customer Service Manager (sn\_customerservice\_manager)
- C. Customer Service Agent (sn\_customerservice\_agent)
- D. Customer (sn\_customerservice.customer)

**Answer:** AD

**NEW QUESTION 149**

How are Service Catalogs and Catalog Items related? (Choose two.)

- A. A catalog item can be associated with one or more service catalogs Most Voted
- B. Access to catalog items is determined by the service catalog's assigned user criteria
- C. Service catalogs may contain multiple catalog items Most Voted
- D. A catalog item can only be associated with one service catalog

**Answer:** AC

**NEW QUESTION 153**

When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed?  
Choose 2 answers

- A. Choose the NLU service provider
- B. In the NLU Settings configure the Entity confidence threshold
- C. Enable NLU in Virtual Agent
- D. In the NLU Settings configure the Intent confidence threshold

**Answer:** AC

**NEW QUESTION 154**

When creating or importing assets for CSM, model categories are used to: (Choose three.)

- A. Define whether a Configuration Item (CI) is created when an Asset record is created or vice versa Most Voted
- B. Group assets together Most Voted
- C. Build a classification structure for product models
- D. Model the configuration options for each product model being sold to customers
- E. Define a link between Asset classes and Configuration Item (CI) classes

**Answer:** ABE

**NEW QUESTION 158**

Customer Service Trending Topics is a capability that enables companies to use Predictive Intelligence to quickly pinpoint factors driving up case volume and act to mitigate them. Which of the following would be a benefit of using Predictive Intelligence Customer Service Trending Topics?

- A. A guaranteed reduction in call volume per month
- B. Eliminate the need for more traditional performance analytics
- C. Auto-generate clusters of cases that point to similar underlying issues
- D. Create root cause solutions for similar cases

**Answer:** C

**Explanation:**

<https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/156>

**NEW QUESTION 160**

Customer service personnel who are allocated the customer service agent (sn\_customerservice\_agent) role are responsible for which of the following tasks?  
(Choose four.)

- A. Assist customers with questions, issues and problems
- B. Create cases
- C. Propose major cases
- D. View, edit, and work on cases
- E. Approve customer contacts
- F. Manage customer entitlements

**Answer:** ABCD

**NEW QUESTION 162**

What should be emphasized when designing solutions? (Choose three.)

- A. Minimize customizations
- B. Focus Out-of-the-box functionality
- C. Design for Scalability
- D. Mobile friendly functionality

**Answer:** BCD

**NEW QUESTION 165**

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)

**NEW QUESTION 168**

What allows the implementation of phases and tasks to meet performance goals track progress and measure success?

- A. Performance Analytics Spotlight
- B. Scheduled Reporting
- C. Service Level Agreement Tasks
- D. Continual Improvement Management

**Answer:** D

**NEW QUESTION 171**

Advanced Work Assignment assigns work to agents based on their availability, capacity, and skills. Agent Affinity enhances the Advanced Work Assignment process by adding additional agent details organized by affinity type. Which of these are these affinity types?  
Choose 3 answers

- A. Skill seniority
- B. Account team responsibility
- C. Related task
- D. Historical
- E. Product expertise

**Answer:** BCD

**Explanation:**

<https://evantage.gilmoreglobal.com/reader/books/SN-CSMI-T010-PG-E/pageid/128>

**NEW QUESTION 173**

If only one user reports a content for moderation, the content will be hidden.

- A. True
- B. False

**Answer:** B

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-communities/task/approve-reject-content.html>

**NEW QUESTION 174**

What is KCS (Knowledge Centered Services)?

- A. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management
- B. A documented methodology to provide a set of best practices for creating and maintaining knowledge Most Voted
- C. A dashboard with specific visualization of the different knowledge bases and categories
- D. An application that helps agents and managers to create cases from Knowledge articles

**Answer:** B

**Explanation:**

[https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/concept/knowledge-centred-configuration.html#:~:text=Knowledge%2DCentered%20Service%20\(KCS\),KCS%20\(V6\)%20verified%20product.](https://docs.servicenow.com/en-US/bundle/vancouver-servicenow-platform/page/product/knowledge-management/concept/knowledge-centred-configuration.html#:~:text=Knowledge%2DCentered%20Service%20(KCS),KCS%20(V6)%20verified%20product.)

**NEW QUESTION 178**

What is the equivalent of NOT selecting any group, when configuring multiple active configurations of OpenFrame?

- A. Selecting all the groups
- B. Selecting none of the groups
- C. Missing configuration
- D. Misconfigured

**Answer:** A

**NEW QUESTION 181**

What is knowledge article versioning?

- A. A content tracker for knowledge articles
- B. A knowledge article publishing guide

- C. The ability to manage and track article updates Most Voted
- D. A knowledge article numbering guide

**Answer:** A

#### NEW QUESTION 184

Which social media channels are NOT available out-of-box?

- A. Facebook
- B. Twitter
- C. LinkedIn
- D. All of the above
- E. None of the above

**Answer:** C

#### NEW QUESTION 189

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident. Problem and Change forms. What do you recommend to your customer?

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Make a show/hide UI action to show only the desired CIs to the itil users

**Answer:** B

#### NEW QUESTION 194

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