

Practice Test for CIS-CSM Certification Real 2022 Mock Exam [Q24-Q39]



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Practice Test for CIS-CSM Certification Real 2022 Mock Exam Prepare For Realistic CIS-CSM Dumps PDF - 100% Passing Guarantee QUESTION 24

What are some benefits that Knowledge Product Entitlement provide? (Choose three.)

- * Reduces call volume
- * Information about customer's service contract
- * Makes it easier for Agents to manage case volume
- * Allows access to Knowledge Articles that are related to products owned by a customer

QUESTION 25

Agents and managers cannot create knowledge articles from Community questions.

- * True
- * False

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-servicenow-platform/page/product/knowledge-management/task/create-knowledge-article.html>

QUESTION 26

Which of the following are channels? (Choose two.)

- * Contacts
- * Web
- * Chat
- * Article

QUESTION 27

From a service provider's perspective, is the following a product or an asset?

A cable modem model that the service provider sells.

- * Product
- * Asset

Explanation

QUESTION 28

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

- * False
- * True

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_ContractsAndEntitlements.html

QUESTION 29

Contextual Search framework is used for providing Knowledge search results in which of these scenarios?

- * Entering question in portal only
- * Record Producer only
- * Both portal question entry and Record Producer
- * None of the above

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

QUESTION 30

Which are the key self-service functions of the Customer Support Portal? (Choose three.)

- * Community
- * Knowledge Base
- * Open An Incident
- * Service Catalog

QUESTION 31

Major Issue Management uses which one of the following capabilities?

- * Governance Risk and Control

- * Targeted Communications
- * Asset management
- * Record producers

QUESTION 32

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

QUESTION 33

What one of the following is optional when creating a Catalog workflow?

- * Publishing the workflow
- * Defining workflow activities
- * Approving the workflow
- * Managing workflow versions

Explanation

QUESTION 34

Which are the key self-service functions of the Customer Support Portal? (Choose three.)

- * Community
- * Knowledge Base
- * Open An Incident
- * Service Catalog

Explanation

QUESTION 35

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_KnowledgeManagement.html

QUESTION 36

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

- * Project Manager
- * Acts as intermediary
- * Provides answers to technical problems
- * Assists with technical requirements

QUESTION 37

Which of the following are best practice with regard to data imports? (Choose two.)

- * When importing to multiple instances import to each instance separately.
- * Use ServiceNow automatic functionality to clean the data after it is in ServiceNow tables rather than in the legacy repository.
- * Ensure the field data lengths in ServiceNow are adequate for the imported data because ServiceNow does not automatically adjust the length.
- * Images embedded in Knowledge Articles should be uploaded separately

QUESTION 38

Which of the following are channels? (Choose two.)

- * Contacts
- * Web
- * Chat
- * Article

Explanation

QUESTION 39

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

- * Case Escalation
- * Case State
- * Case Categorization
- * Case Prioritization

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