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Exam : **CIS-CSM**

Title : Specialist - Customer
Service Management Exam

Version : DEMO

1.Configure chat for Agent Workspace so that agents can interact with their customers.

From a chat, agents can: Options are:

A. Escalate the chat to virtual agent

B. Create a record, such as an incident or a case

C. Escalate the chat to another agent

D. Respond to questions

Answer: A,B,C,D

2.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

3.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: B

Explanation:

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

4.What does the Agent Whisper function do?

A. Lets agents and chat supervisors have a conversation without the requester knowing

B. Lets the chat supervisors have a conversation with the requester without the agent knowing

C. Lets agents have chat conversations with other agents without the requester knowing

D. Lets agents and requesters have a conversation without the chat supervisor knowing

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/workspace/concept/agent-whisper-overview.html

5.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: C,D

Explanation:

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