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## Question 1

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**Question Type:** MultipleChoice

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

**Options:**

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A- 3 days

B- 5 days

C- 10 days

D- Cases are not automatically closed by default

**Answer:**

---

C

## Question 2

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**Question Type:** MultipleChoice

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In the Customer Service Management space what defines the term asset?

**Options:**

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- A- A physical item
- B- A specific product instance supported for a customer
- C- A product that a company supports
- D- A resource that allows a business service

**Answer:**

---

B

## Question 3

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**Question Type: MultipleChoice**

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Which capabilities does the integration with Microsoft Outlook add-in offer? (Choose two.)

**Options:**

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- A- Escalate a case on the add-m panel of Outlook
- B- Register the sender of an email as contact
- C- As the Microsoft Outlook user, register yourself as self-contributor
- D- Create cases using email content in Outlook for the customer contact

**Answer:**

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A, C

## Question 4

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**Question Type: MultipleChoice**

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To which entities can Special Handling Notes be applied out of the box?

**Options:**

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- A- Consumer

**B-** Entitlement

**C-** Sold Product

**Answer:**

---

A

## Question 5

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**Question Type:** MultipleChoice

---

Which service catalogs are available out-of-the-box in the customer portals? (Choose two.)

**Options:**

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**A-** Partner Service

**B-** Customer Service

**C-** Consumer Service

**D-** Product Service

**Answer:**

---

A, B

## Question 6

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**Question Type:** MultipleChoice

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

**Options:**

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**A-** Their customer account

**B-** Their partner accounts

**C-** Both

**D-** Neither

**Answer:**

---

C

## Question 7

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**Question Type:** MultipleChoice

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

### Options:

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- 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:

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B, D

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