Free Questions for CIS-CSM

Shared by Mccormick on 12-12-2023

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Question 1

Question Type: MultipleChoice

During which Now Create stage are workshops conducted?

Options:

A- Execute
B- Initiate
C- Deliver
D- Plan
E- Close

Answer:

D

Question 2

Question Type: MultipleChoice

Which application must be activated to enable customers to check in on-line for future appointments?

Options:

A- Business Location
B- Walk-Up Experience
C- Field Service Management
D- Service Organization

Answer:

B

Question 3

Question Type: MultipleChoice

When the channel field on a case form is set to Social where are details of the social media conversations related to the case stored?

Options:

A- Social Channels
B- Social Profiles
C- Social Logs
D- Work notes
E- Additional comments

Answer:

C

Question 4

Question Type: MultipleChoice

In case management. Parent Child Synchronization allows for which of the following:

Options:

A- Synchronization of all child cases as well as children of child cases on all levels
B- Child cases to be separated from Parent cases and will not be synchronized automatically
C- Parent cases to automatically generate child cases when all fields are filled out thus, synchronized auto-population
D- Enabling the Customer Service agent to create cases so that all the children cases can be managed by managing the parent case

Answer:

C

Question 5

Question Type: MultipleChoice

What must a system administrator configure to define a different approval workflow for an escalation request?

Options:

A- Escalation Decision
B- Escalation Rule
C- Escalation Reason
D- Escalation Template

Answer:

B

Question 6

Question Type: MultipleChoice

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.)

Options:

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

Answer:

A, C, D

Question 7

Question Type: MultipleChoice

Upon self-registration through the Consumer Service Portal, a record is created in: (Choose two.)

Options:

A- Contact (customer_contact)
B- Consumer User (csm_consumer-user)
C- Consumer (csm_consumer)
D- CSM User (csm_user)

Answer:

B, C

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