



Free Questions for CIS-CSM by vceexamstest

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Question 1

Question Type: MultipleChoice

What are the types of matching criteria for Customer Service? (Choose four.)

Options:

- A- Matching Skills Most Voted
- B- Last Assigned Most Voted
- C- Certifications
- D- Distance
- E- Assigned Cases Most Voted
- F- Availability Today Most Voted
- G- Partner Hours

Answer:

A, B, E, F

Question 2

Question Type: MultipleChoice

Which knowledge records can be configured with User Criteria?

Options:

- A- Knowledge Base
- B- Knowledge Base and Category
- C- Knowledge Base, Category and Article
- D- Knowledge Base and Article

Answer:

D

Question 3

Question Type: MultipleChoice

Which feature sends an email notification containing a list of relevant knowledge articles to the case submitter and watchlist users associated with the case whenever a case is created?

Options:

- A- Trending Topics
- B- Auto-Responder
- C- Proactive Customer Service Operations
- D- Self-Service Analytics

Answer:

B

Question 4

Question Type: MultipleChoice

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

Options:

- A- Close Cases in Resolved state
- B- Auto Close Resolved Cases Most Voted
- C- Resolved to Close State
- D- Move Resolved Cases to Closed

Answer:

B

Question 5

Question Type: MultipleChoice

Asset classes are defined to allow for logical grouping of assets. There are five asset classes provided to group assets, each Asset class provides unique functionality for that group of Assets in the platform. Which of the following are the asset classes used? (Choose five.)

Options:

- A- Hardware assets Most Voted

- B-** Facility assets Most Voted
- C-** Configuration assets
- D-** Software licenses assets Most Voted
- E-** Enterprise Software assets Most Voted
- F-** Network assets
- G-** Consumables assets

Answer:

A, B, D, E, G

Question 6

Question Type: MultipleChoice

Which type of catalog item may be found in a Service Catalog?

Options:

A- Requested Items

B- Content Items Most Voted

C- Categories

D- Execution Plans

Answer:

B

Question 7

Question Type: MultipleChoice

Which of the following options can a survey administrator define on an individual survey? (Choose two.)

Options:

A- The ability for end users to decline survey assignments

B- Number of survey reminder notifications

C- Trigger conditions Most Voted

D- Anonymize responses

Answer:

C, D

Question 8

Question Type: MultipleChoice

What role can be assigned to employees who are not fulfillers, such as those in sales and services, or do not have other CSM-specific roles, but have a need to create cases on behalf of customers?

Options:

A- Consumer (sn_customservice.consumer)

B- Customer (sn_suctomservice.customer)

C- External (snc_external)

D- Proxy Contact (sn_customservice.proxy_contact)

Answer:

D

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