



ServiceNow CIS-CSM Practice Questions

Shared by Graham on 17-08-2026

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Question 1

Question Type: MultipleChoice

Major Issue Management uses which one of the following capabilities?

Options:

- A- Governance Risk and Control
- B- Targeted Communications
- C- Asset management
- D- Record producers

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Answer:

B

Explanation:

customer-service-management/concept/major-issue-management.html

Question 2

Question Type: MultipleChoice

Depending on which CSM workspace you are operating within, certain steps can be applied to configure the form header. Which of the following is correct regarding form headers in the CSM Configurable workspace?

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Options:

- A- The form headers secondary values can only be displayed above the ribbon components
- B- The form header's secondary values can be displayed in the contextual side panel instead of above the ribbon components
- C- The form header for the case form can display five levels of field values from the case table
- D- The form header's primary values can be displayed in the contextual side panel instead of above the ribbon components

Answer:

B

Question 3

Question Type: MultipleChoice

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

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Options:

A- True

B- False

Answer:

A

Explanation:

[customer-service-management/reference/r_RolesInstalledWithCustomerService.html](https://docs.servicenow.com/bundle/paris-2021/page/customer-service-management/reference/r_RolesInstalledWithCustomerService.html)

Question 4

Question Type: MultipleChoice

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Entitlements specify the level of service provided to customers.

Options:

A- False

B- True

Answer:

B

Question 5

Question Type: MultipleChoice

Which of the following statements is correct with regards to partners vs. third-parties in ServiceNow's CSM application?

Choose 2 answers

Options:

- A- A partner does not own any of the products or services provided by their partnering organization, instead they help to sell, deliver, and support them on their behalf.
- B- A partner will own the relationship with their customer
- C- A partner and a third party are the same in ServiceNow's CSM application.
- D- A partner does not own the relationship with a customer. This relationship is owned by the organization they are partnering.
- E- A partner is an organization that has been contracted to sell products and services they have actually purchased from another organization.

Answer:

A, E

Question 6

Question Type: MultipleChoice

Which feature enables employees to request support for themselves and for external customers?

Options:

- A- Account Management
- B- Responsibility Definitions
- C- Contributor Users
- D- Business Locations

Answer:

C

Question 7

Question Type: MultipleChoice

How many active OpenFrame configurations can you have on an instance?

Options:

- A- 2
- B- Unlimited
- C- 1
- D- 3



Answer:

B

Explanation:

[customer-service-management/task/t_CreateAnOpenFrameConfiguration.html](#)

Question 8

Question Type: MultipleChoice

What is the primary output from the Requirements Gathering workshop?



Options:

- A- Schedules
- B- Use Cases
- C- Stories
- D- Personas

Answer:

C

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