

# IT 认证电子书



质 量 更 高 服 务 更 好

半年免费升级服务

<http://www.itrenzheng.com>

**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>