

IT 认证电子书



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Exam : CIS-CSM

**Title : Specialist - Customer
Service Management Exam**

Version : DEMO

1. Agents and managers cannot create knowledge articles from Community questions.

- A. True
- B. False

Answer: B

Explanation:

The ownership group for this knowledge article. An ownership group consists of a group of members and a manager who are responsible for approvals, ensuring article quality, and feedback tasks. Ownership groups can publish, edit, and retire knowledge articles that they are associated with.

Reference: <https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledgemanagement/task/create-knowledge-article.html>

2. Information about a customer's service contract is found in Knowledge.

- A. False
- B. True

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_ContractsAndEntitlements.html

3. From what places in SN can an agent create a case? (Choose three.)

- A. Customer Service Application
- B. Contact
- C. Account
- D. Chat

Answer: A, C, D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/r_CustomerServiceCaseForm.html

4. What are the conditions that matching rules are based on? (Choose two.)

- A. Agent resources best suited to work on a case
- B. Specific routing rules
- C. Filters set up in advanced work assignment
- D. Specific case attributes

Answer: A, D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_CaseRouting.html

5. Matching rules enhance assignment capability by _____.

- A. Matching best agent by availability
- B. Providing dynamic matching of cases to groups or individuals
- C. Determining if account is a customer or partner

D. Matching best agent by skill

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/c_CaseRouting.html