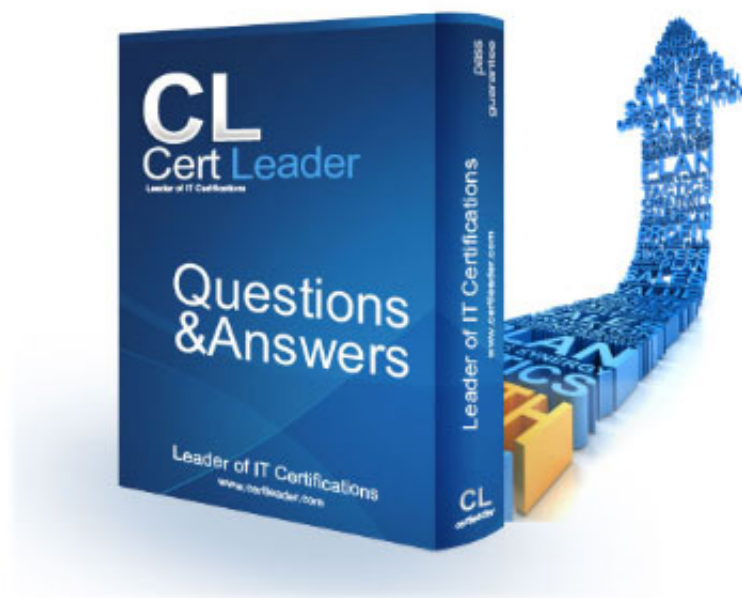


CIS-CSM Dumps

ServiceNow Certified Implementation Specialist - Customer Service Management Exam

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NEW QUESTION 1

In ServiceNow's CSM Application, what is an interaction?

- A. Any configuration item that has been made accessible to customers
- B. A record that a Customer Service Agent uses to identify and resolve a question or an issue for an external customer
- C. A binding agreement between two parties
- D. A request for assistance made through a chat, phone call, or walk-up

Answer: D

NEW QUESTION 2

On the Customer Service Portal which personas can see work orders from their company hierarchy? (Choose two.)

- A. Partner admin
- B. Partner contact
- C. Customer admin
- D. Customer contact

Answer: AC

NEW QUESTION 3

Which roles are responsible for maintaining account team membership? (Choose two.)

- A. Customer Admin [sn_customerservice.customer.admin]
- B. Customer Case Manager [sn_customerservice.customer_case_manager]
- C. System Administrator [admin]
- D. Customer Service Manager [sn_customerservice_manager]

Answer: CD

NEW QUESTION 4

Which of the following are true regarding the Community Portal application? (Choose two.)

- A. It is available to any customer with a Community license
- B. It is available by default with the Support and Service portals
- C. It is only available to CSM license holders
- D. Most of the configuration does not require System Administrator role

Answer: AC

Explanation:

- Licensed for the Customer Service Management application & licensed for HR Service Delivery, so c. is wrong, which makes a. a logical choice - "The roles required to define requirements and set up forums include sn_communities.admin or sn_communities.forum_admin." (d.) Source: - <https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/task/activate-communities.html> (licensing) - https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-communities/reference/r_setup-communities-admin.html

NEW QUESTION 5

What are Special Handling Notes used for?

- A. Bring important information about individual records to an agent's attention
- B. For agents to view articles and attach them to a case
- C. To ensure customers get the service they are entitled to receive
- D. Help agents identify in which time zone a contact is located

Answer: A

NEW QUESTION 6

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: AD

Explanation:

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

NEW QUESTION 7

Which of the following are true regarding integrating a ServiceNow Knowledge base with external content? (Choose two.)

- A. Imported external articles appear as attachments in ServiceNow
- B. Only applications that allow WebDAV connections can be integrated
- C. The imported article will have the same category it had in the source knowledge base
- D. SharePoint blocks this integration

Answer: BC

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledgemanagement/concept/knowledge-external-content-integration.html>

NEW QUESTION 8

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.)

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

Answer: ACD

NEW QUESTION 9

True/False: The Agent Chat [com.glide.interaction.awa] plugin is required for chat in Agent Workspace.

Options are :

- A. False
- B. True

Answer: B

NEW QUESTION 10

Predictive Intelligence improves Case management by:

- A. Predicting what values should have gone into empty fields in historical records
- B. Reducing the number of records needed to accurately predict a value
- C. Replacing legacy routing rules
- D. Predicting Case values without manual intervention

Answer: D

NEW QUESTION 10

Guided decisions is a decision authoring and execution capability that dynamically guides agents to resolve complex cases. Guided decisions consist of decision trees. What is a decision tree?

- A. A step-by-step methodology for creating and solving different case types
- B. A detailed check list for customer service teams
- C. A multi-step process consisting of a series of questions answers, and guidance Most Voted
- D. A set of steps used to define a complex process

Answer: C

NEW QUESTION 14

What are the three out-of-the-box playbooks for CSM? Choose 3 answers

- A. Case Playbook for product Support
- B. Case playbook for Onboarding
- C. Case playbook for Billing
- D. Case playbook for Accounts
- E. Case playbook for Complaints

Answer: ABE

Explanation:

<https://docs.servicenow.com/en-US/bundle/tokyo-customer-service-management/page/product/customer-service-management/concept/customer-service-case-playbooks.html>

NEW QUESTION 17

In the 'Action Status' column on a case list, what could a blue indicator dot mean?

- A. Needs attention
- B. Blocked internally
- C. Blocked externally
- D. Work in progress

Answer: A

NEW QUESTION 21

Which of the following are benefits of customer access management? (Choose two.)

- A. It increases security by automatically granting access to cases based on access to sold product.
- B. It defaults the responsibility for access management to the customer.
- C. It defaults the responsibility for access management to the customer service agent.
- D. It improves the customer experience by enabling related parties to track and collaborate on cases.

Answer: AD

NEW QUESTION 23

Using the out-of-the-box major issue management process flow, a consumer service agent proposes an existing case in the Open state as a major case candidate. The major case candidate has a consumer defined and is approved by the customer service manager What happens to the major case candidate?

- A. The major case candidate is closed and a new major case is created
- B. The major case candidate becomes the major case
- C. The major case candidate requires an approval from the major issue manager
- D. A new major case is created and the major case candidate is added as a child to the major case

Answer: D

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/concept/major-candidate-child-case-types.html>

NEW QUESTION 27

HOTSPOT

Match the definitions for roles relationships. Hot Area:

Answer Area

A customer account, a partner account, or both.	<div><div></div><div>▼</div><div>Partner</div><div>Account</div><div>Contact</div><div>Consumer</div></div>
A supported external customer that, sells and supports one or more customers.	<div><div></div><div>▼</div><div>Partner</div><div>Account</div><div>Contact</div><div>Consumer</div></div>
A member of an account.	<div><div></div><div>▼</div><div>Partner</div><div>Account</div><div>Contact</div><div>Consumer</div></div>
A person who purchases goods and services for personal use.	<div><div></div><div>▼</div><div>Partner</div><div>Account</div><div>Contact</div><div>Consumer</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

A customer account, a partner account, or both.

	▼
Partner	
Account	
Contact	
Consumer	

A supported external customer that, sells and supports one or more customers.

	▼
Partner	
Account	
Contact	
Consumer	

A member of an account.

	▼
Partner	
Account	
Contact	
Consumer	

A person who purchases goods and services for personal use.

	▼
Partner	
Account	
Contact	
Consumer	

NEW QUESTION 28

To which recipient types can targeted communications (publications) be sent? (Choose two.)

- A. Outsourced Service Providers
- B. Contacts
- C. Internal users
- D. Households

Answer: BC

NEW QUESTION 29

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

- 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: ABEF

NEW QUESTION 32

Which of the following is correct regarding the create contact (consumer) feature in CSM Workspaces?

- A. The create contact (consumer) feature is available in all CSM Workspaces
- B. The create contact (consumer) feature is not available in any of the CSM Workspaces
- C. The create contact (consumer) feature is only available in the CSM Configurable Workspace Most Voted
- D. The create contact (consumer) feature is only available in the Agent Workspace

Answer: C

NEW QUESTION 35

From a security perspective, scoping brings several benefits: (Choose two.)

- A. Improves instance security by limiting accessibility to other applications on the instance
- B. Provides CSM teams the autonomy and control needed to configure and manage the CSM application, but not the CSM Service Portals
- C. IT can manage and control the pace of the CSM teams because dependencies have been put in place
- D. The scope holds the records and acts as a container for the desired Customer Service Management Applications

Answer: AD

NEW QUESTION 40

From a service provider's perspective, is the following a product or an asset? A cable modem model that the service provider sells.

- A. Product
- B. Asset

Answer: A

Explanation:

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

NEW QUESTION 43

Which of the following are correct for parent/child synchronization? (Choose two.)

- A. Multiple child cases can be managed from a parent case as in Major Issue Management
- B. The Administrator can choose which fields to synchronize from parent to child cases
- C. Parent to child cases can be synchronized regardless of which state the case is in
- D. The property to synchronize parent to child cases is automatically enabled

Answer: AC

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html>

NEW QUESTION 47

What is a supported external customer that, in turn, sells to and supports one or more customers?

- A. Partner
- B. Account
- C. Contact
- D. Consumer

Answer: A

NEW QUESTION 48

What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

- A. Publish Workaround
- B. Document a Known error
- C. Complete Investigation
- D. Complete RCA
- E. Document Five Whys

Answer: A

NEW QUESTION 49

Access to a Knowledge base or Article can be restricted based on a customer's assets and the product models using which of the following? (Choose two.)

- A. Knowledge Product Entitlements
- B. Data Policy
- C. ACL
- D. User Criteria

Answer: A

NEW QUESTION 53

Out-of-the-box, the consumer support portal (/csp) CANNOT be used for which one of the following actions?

- A. Open an incident
- B. Viewing knowledge articles
- C. Live chat
- D. Consumer self-registration

Answer: D

Explanation:

Source: <https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/omnichannels-communicating-customers.html>

NEW QUESTION 56

How can multiple service catalogs be made available on the Customer Service Portal?

- A. Include them in the list of service catalogs on the Customer Service Portal record
- B. Add them to the list of service catalogs in the Customer Service Portal header widget options
- C. Create user criteria for each of the applicable service catalogs
- D. Only the Customer Service service catalog can be used on the Customer Service Portal

Answer: A

NEW QUESTION 61

What will be the state of a case after a customer rejects the solution proposed by an agent?

- A. In Progress
- B. Open Most Voted
- C. New
- D. Solution Rejected

Answer: B

NEW QUESTION 62

Which of the following best describes how the CSM application uses the Asset table?

- A. CSM uses the Product table instead of the ITSM Asset table
- B. Because CSM Assets are managed differently from ITSM Asset
- C. ServiceNow uses different Asset Tables for CSM than it does for ITSM
- D. ServiceNow uses the same Asset table for both CSM and ITS
- E. however, CSM has a different subset of fields
- F. CSM uses the Product Model table instead of the ITSM Asset table

Answer: C

NEW QUESTION 66

What's the purpose of the Deactivate Special Handling Notes Scheduled Job?

- A. Runs at the end of the month and deactivates all Special Handling notes more than 30 days old
- B. Runs weekly and must have the Active checkbox unchecked in order for Special Handling notes to be deleted by the end of the week
- C. Runs on demand by the System Admin who must set specific weekly schedules and set only those that are priority 1-critical to be deactivated
- D. Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates

Answer: D

Explanation:

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

NEW QUESTION 71

Entitlements are counted using two types of units:

- A. SLAs and contracts
- B. Days and assets
- C. Cases and products
- D. Hours and cases

Answer: D

NEW QUESTION 76

What are the Forum User Types? (Choose three.)

- A. Admin
- B. Registered
- C. Public
- D. Custom
- E. Moderator

Answer: BCE

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-communities/concept/communities-permissions.html>

NEW QUESTION 81

Which of the following is a condition for matching rules?

- A. Agent domain
- B. Assignment
- C. Switching
- D. Specific case attributes

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/case-assignment-matching-rules.html>

NEW QUESTION 83

Regarding Account Teams, what is the purpose of marking a role as 'unique'?

- A. The role then becomes a child responsibility
- B. Ensure there is a dedicated account manager for that account
- C. The role then becomes a parent responsibility
- D. Prevent the same role being used on different customer accounts

Answer: A

Explanation:

https://docs.servicenow.com/bundle/washingtondc-customer-service-management/page/product/customer-service-management/task/t_CreateAResponsibilityDefinition.html

NEW QUESTION 85

Major Issue Management uses which one of the following capabilities?

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

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/concept/major-issue-management.html>

NEW QUESTION 89

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary's house.

- A. B2C
- B. B2B

Answer: A

NEW QUESTION 93

What is required to synchronize fields from a parent to a child case(s)?

- A. The advanced plugin (com.sns.pa.customer_service_advanced) needs to be activated
- B. Major Issue Management needs to be installed and certain properties enabled
- C. No action required, this is a standard Customer Service Management feature
- D. The role of sn_customerservice.customer_case_manager must be assigned

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/task/config-major-case-synchronization.html>

NEW QUESTION 97

Configuration items (CIs) are entities that capture the individual configurations for each product sold to the customer CIs are stored in the configuration management database (CMDB). Assets are specific product instances that are supported for a customer. Which of the following statements is correct for CIs and assets?

- A. The contract and entitlements of an asset dictate whether or not it is stored in the CMDB
- B. The CMDB only tracks CIs, assets cannot be CIs
- C. While the CMDB may track some assets as configuration items (CIs) not ALL assets are CIs
- D. The CMDB tracks all assets as configuration items (CIs)

Answer: C

Explanation:

<https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/hardware-asset-management/concept/work-with-asset-ci.html>

NEW QUESTION 101

What is the specific type of catalog item called that allows users to create any type of task, such as cases, from the Service Catalog?

- A. Catalog item
- B. Service Catalog Request
- C. Request Item
- D. Record Producer

Answer: D

Explanation:

https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/service-catalog-management/concept/c_RecordProducer.html

NEW QUESTION 103

Advanced Work Assignment (AWA) automatically routes and assigns work items to agents based on which of the following rules? (Choose four.)

- A. Experience
- B. Skills
- C. Availability
- D. Shifts
- E. Capacity
- F. Products

Answer: BCDE

NEW QUESTION 107

ACME corporation wants to use ServiceNow CSM for supporting their customers through Twitter. What CSM entity would you recommend ACME to store the customer's Twitter profile details?

- A. Account
- B. Not supported
- C. Consumer
- D. Social Profile
- E. Personnel File

Answer: D

NEW QUESTION 112

A contact can submit a self-registration request from the customer portal with a registration code. Which of the following roles can approve the request? (Choose three.)

- A. Customer service manager (sn_customerservice_manager)
- B. System administrator (admin) Most Voted
- C. Customer administrator (sn_customerservice.customer_admin) Most Voted
- D. Partner administrator [sn_customerservice.partner_admon] Most Voted
- E. Service organization administrator (sn_customerservice.service_organization_admin)

Answer: BCD

NEW QUESTION 115

Which services does a Customer (sn_customerservice.customer) have access to? (Choose two.)

- A. Can research questions issues, or problems, and create view and edit cases for only their own accounts Most Voted
- B. Can assign the roles to other contacts in the same account
- C. Can view assets belonging to their account Most Voted
- D. Can edit information or roles for existing contacts

Answer: AC

NEW QUESTION 118

Which of the following is a required field in the Resolution Information tad in order to close a case?

- A. Cause
- B. Closed
- C. Resolution notes
- D. Closed by

Answer: C

NEW QUESTION 119

By default what can customers with the customer (sn_customerservice.customer) role see on the customer service portal? (Choose three.)

- A. Assets Most Voted
- B. Publications Most Voted
- C. Products Most Voted
- D. Contacts
- E. Contracts

Answer: ABC

NEW QUESTION 124

What is the benefit of a phased release approach?

- A. Team members schedules are able to synchronize
- B. More time to develop stories
- C. Working across multiple systems of record
- D. Delivery of core functionality quickly

Answer: D

NEW QUESTION 126

User criteria records may be applied to which knowledge items?

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

Answer: C

Explanation:

https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

NEW QUESTION 131

Which of the following is correct regarding the social media channel?

- A. Cases cannot be created from any of the social channels
- B. Cases are NOT created automatically from any of the social channels
- C. Cases can be created automatically depending on which social channel is used
- D. Cases are created automatically from all of the social channels

Answer: C

NEW QUESTION 136

The Customer Support Portal default configuration provides the following channels to interact with customers? (Choose two.)

- A. Web
- B. Social
- C. Chat
- D. Email

Answer: CD

Explanation:

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

NEW QUESTION 140

Information in the Case Field 'Contact' is copied to which Incident Field?

- A. Contact
- B. User
- C. Customer
- D. Caller

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/reference/csm-integration-sm-incident.html>

NEW QUESTION 143

What determines how an escalation request is processed?

- A. Escalation Rule
- B. Escalation Template
- C. Escalation Severity
- D. Escalation Justification

Answer: B

NEW QUESTION 144

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

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

Answer: ACD

Explanation:

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

NEW QUESTION 148

Which ServiceNow products can be integrated out-of-the-box with CSM? Choose 3 answers

- A. Risk Wana9emenl
- B. ITOM Event Management
- C. DevOps
- D. Financial Management
- E. Strategic Portfolio Management

Answer: BDE

Explanation:

<https://docs.servicenow.com/bundle/vancouver-customer-service-management/page/product/customer-service-management/concept/integrate-csm-other-applics.html>

NEW QUESTION 151

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

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

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/jakarta-customer-service-management/page/product/customer-service-management/task/t_CreateAnOpenFrameConfiguration.html

NEW QUESTION 153

Name a security benefit gained from using scoped applications:

- A. Prevents changes to tables without explicit permission from IT
- B. Prevents third party Integrations
- C. Limits the number of update sets that can be applied
- D. Limits accessibility to other applications in the Instance

Answer: D

NEW QUESTION 154

Entitlements specify the level of service provided to customers.

- A. False
- B. True

Answer: B

Explanation:

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

NEW QUESTION 155

What are the Critical Success Factors that are related to CSM Suite Implementations? (Choose four.)

- A. Define the Business Pain Points
- B. Provide consistent service to customers
- C. Have a clear understanding of the use cases
- D. Define the number of hours needed to develop the associated requirements
- E. Implementation is only as good as the underlying process

Answer: ACDE

NEW QUESTION 159

Which of the following child case states would cause parent - child case synchronization to fail?

Choose 3 answers

- A. Cancelled
- B. Resolved
- C. Awaiting Info
- D. In Progress
- E. Closed
- F. New

Answer: CDE

NEW QUESTION 160

External content integration is important for agents to be able to access knowledge articles from external sources. ALL external sources must be:

- A. webDAV-compilant
- B. Web-based
- C. WebDAV-versioned
- D. Web-configurable

Answer: A

NEW QUESTION 162

What functionality is required to automatically close resolved cases if customers do not respond within a specified time?

- A. Auto Close Resolved Cases Workflow
- B. Auto Close Resolved Cases Flow Designer Flow
- C. Auto Close Resolved Cases Business Rule
- D. Auto Close Resolved Cases Scheduled Job

Answer: D

NEW QUESTION 164

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

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

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-customer-service-management/page/product/customer-service-management/task/csm-walkup-enable-appt-booking.html>

NEW QUESTION 167

Which of the following roles cannot update a consumer's record?

- A. sn_customerservice_agent
- B. sn_customerservice_manager
- C. sn_customerservice.consumer_agent
- D. admin

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-customer-service-management/page/product/customer-service-management/task/create-a-consumer-record.html>

NEW QUESTION 170

Depending on the CSM application configurations, cases can be assigned to agents manually or by using auto-assignment. Which routing and assignment features leverage matching rules? (Choose two.)

- A. State Flows
- B. Assignment Workbench
- C. Assignment Rules
- D. CSM Workspace

Answer: BC

NEW QUESTION 175

External customers can view the problem, change, and request records associated with their customer service cases from the Customer and Consumer Service Portals. What can

they approve in relation to cases via the portals?

- A. Change Records and Request Records
- B. Request Records and Escalations
- C. Problem Records and Incident Records
- D. Problem Records and Escalations

Answer: A

NEW QUESTION 177

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

NEW QUESTION 178

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?

- 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

NEW QUESTION 180

What are the three main components that make up Proactive Customer Service Operations?
Choose 3 answers

- A. proactive Case
- B. Service-Aware Install Base
- C. Service-Aware CMDB
- D. Proactive Prevention
- E. Service Reporting
- F. Service Monitoring

Answer: ABE

NEW QUESTION 181

As an agent you can report a knowledge gap, if you cannot find relevant articles that could help resolve a case. Which action is required to create the knowledge gap?

- A. Document the knowledge gap in the case work notes and escalate the case
- B. Use Related Links on the case form to report a knowledge gap
- C. Post a question in one of the various Customer Service Management knowledge bases
- D. Use the Create Knowledge button on the case form to report a knowledge gap

Answer: B

NEW QUESTION 186

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

- A. Requested Items
- B. Content Items Most Voted
- C. Categories
- D. Execution Plans

Answer: B

NEW QUESTION 190

What one of the following is optional when creating a Catalog workflow?

- A. Publishing the workflow
- B. Defining workflow activities
- C. Approving the workflow
- D. Managing workflow versions

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/workflowadministration/task/t_CrtWkflwNewSvcCtlgltn.html

NEW QUESTION 191

To which entities can Special Handling Notes be applied out of the box?

- A. Consumer
- B. Entitlement
- C. Sold Product

Answer: A

NEW QUESTION 196

.....

Thank You for Trying Our Product

* 100% Pass or Money Back

All our products come with a 90-day Money Back Guarantee.

* One year free update

You can enjoy free update one year. 24x7 online support.

* Trusted by Millions

We currently serve more than 30,000,000 customers.

* Shop Securely

All transactions are protected by VeriSign!

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