CERTIFIED IMPLEMENTATION SPECIALIST – CUSTOMER SERVICE MANAGEMENT (CIS-CSM) PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. **Which of the following is true about Knowledge Product Entitlements in terms of benefits?**

   A. Reduces call volume

   B. Makes it easier for Agents to manage case volume

   C. Allows access to Knowledge Articles that are related to products owned by a customer

   D. Information about customer's service contract

2. **Which of the following reflects the correct mapping in the case to incident field relationship described in the material?**

   A. Case field 'Contact' maps to Incident field 'Caller'

   B. Case field 'Contact' maps to Incident field 'User'

   C. Case field 'Contact' maps to Incident field 'Customer'

   D. Case field 'Contact' maps to Incident field 'Contact'

3. **Which of the following should NOT be emphasized when designing solutions?**

   A. Minimize customizations

   B. Focus Out-of-the-box functionality

   C. Design for Scalability

   D. Mobile friendly functionality

4. **How many types of criteria are available for the assignment workbench?**

   A. 2

   B. 3

   C. 4

   D. 5

5. **After a major case candidate is approved, what happens to the customer case?**

   A. The customer case becomes a child case of the major case

   B. The customer case will be automatically closed

   C. The customer case becomes the parent case of the major case

   D. The customer case will automatically be related to a problem

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6. Which statement is correct about Configuration Items (CIs) and assets in the CMDB?

A. The contract and entitlements of an asset dictate whether 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 CIs, not all assets are CIs

D. The CMDB tracks all assets as CIs

7. From a service provider's perspective, the cable modem model is what?

A. Product

B. Asset

C. Service

D. Equipment

8. Which of the following is a condition for matching rules?

A. Agent domain

B. Assignment

C. Switching

D. Specific case attributes

9. Which of the following is a valid implication of the CSP default configuration?

A. Web and Chat are available channels

B. Email is the only channel

C. Social is the primary channel

D. Chat is not supported in CSP

10. Which of the following is a valid characteristic of advance work assignment when allocating tasks?

A. Availability only

B. Capacity only

C. Skills only

D. Availability, capacity, and skills

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Answers

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1. A
2. A
3. D
4. B
5. A
6. C
7. A
8. D
9. A
10. D

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Explanations

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1. Which of the following is true about Knowledge Product Entitlements in terms of benefits?

A. Reduces call volume

B. Makes it easier for Agents to manage case volume

C. Allows access to Knowledge Articles that are related to products owned by a customer

D. Information about customer's service contract

Knowledge Product Entitlements are designed to give customers access to knowledge content that is tied to the products they own, enabling self-service. The most direct and measurable benefit of this setup is that customers can resolve many issues on their own by reading product-specific knowledge articles, which reduces the number of inbound calls and cases. So the statement that it reduces call volume is the best match for the benefits side of Knowledge Product Entitlements. Access to knowledge articles related to owned products describes a capability, not the benefit itself, and information about a customer's service contract is not determined by knowledge entitlements or a typical benefit of this feature.

2. Which of the following reflects the correct mapping in the case to incident field relationship described in the material?

A. Case field 'Contact' maps to Incident field 'Caller'

B. Case field 'Contact' maps to Incident field 'User'

C. Case field 'Contact' maps to Incident field 'Customer'

D. Case field 'Contact' maps to Incident field 'Contact'

The idea here is to preserve who reported the issue when moving from a Case to an Incident. The person listed as the Contact on the Case is the individual who initiated or is associated with that case, and the Incident needs to record who reported the problem. The standard field for that in the Incident record is Caller, which identifies the person who called in or raised the incident. Mapping the Case's Contact to the Incident's Caller correctly ties the original requester to the incident for notifications, ownership, and tracking. Other field names like User, Customer, or a generic Contact aren't the typical destination for the reporter in the incident data model, so they don't align with how the relationship is meant to work.

3. Which of the following should NOT be emphasized when designing solutions?

A. Minimize customizations

B. Focus Out-of-the-box functionality

C. Design for Scalability

D. Mobile friendly functionality

When designing solutions, you want to keep things simple to stay predictable and scalable. Leaning on the platform's out-of-the-box capabilities helps you deliver quickly with lower risk and maintenance, because you're not piling on custom code that can become brittle. Designing for scalability ensures the solution can grow without rework as demand increases, data volumes rise, or processes expand. Mobile friendly functionality, while important for user experience, is not the primary design focus at this stage. It's typically addressed after you've established solid core processes and data models, often through responsive UI or mobile apps, so that the foundation remains adaptable without being constrained by mobile-specific decisions from the outset.

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4. How many types of criteria are available for the assignment workbench?

A. 2

B. 3

C. 4

D. 5

In the assignment workbench, criteria are categorized into three types to cover different routing needs: simple criteria, advanced criteria, and dynamic criteria. Simple criteria are based on a single field value, such as a case type or priority matching a specific value. Advanced criteria let you combine multiple conditions with logical operators (AND/OR) to model more complex rules. Dynamic criteria evaluate at runtime using current data or context, letting routing adapt as things change. Three types are provided to handle straightforward cases, more complex conditional routing, and conditions that depend on real-time information. That's why the correct answer is three. The other options would imply more or fewer categories than the system supports for defining how work is assigned, which isn't how the workbench is designed to function.

5. After a major case candidate is approved, what happens to the customer case?

A. The customer case becomes a child case of the major case

B. The customer case will be automatically closed

C. The customer case becomes the parent case of the major case

D. The customer case will automatically be related to a problem

When a major case candidate is approved, the system links the original customer case under that major case as a child. This creates a single parent case that represents the escalation, with related cases attached beneath it so all work, updates, ownership, and SLAs are centralized and coordinated in one place. The customer case remains open and is not simply closed or left as a standalone item; it becomes part of the major case's consolidated view. It isn't just a casual relation to a problem record, because the intended workflow is to nest related cases under the major case to streamline resolution.

6. Which statement is correct about Configuration Items (CIs) and assets in the CMDB?

A. The contract and entitlements of an asset dictate whether 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 CIs, not all assets are CIs

D. The CMDB tracks all assets as CIs

In the CMDB, a Configuration Item is any component that you need to manage to deliver and support a service, including its relationships to other components. Assets, on the other hand, are items the organization owns and tracks for purposes like procurement, depreciation, warranties, and licensing. Not every asset affects how a service operates, so not every asset needs to be represented as a CI. The CMDB can include some assets as CIs when they're relevant to service delivery and to understanding dependencies and impact, but many assets remain outside the CMDB or are only tracked in asset management. So, the correct statement is that the CMDB may track some assets as CIs, but not all assets are CIs.

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7. From a service provider's perspective, the cable modem model is what?

A. Product

B. Asset

C. Service

D. Equipment

In a service provider context, a cable modem model is a product. It represents a marketable offering with defined features, capabilities, pricing, and terms that customers can purchase or rent as part of a service bundle. While the company may own or lease the physical hardware (making it an asset or equipment in other contexts), the modem model itself is what the customer buys as part of the service portfolio—the product being sold. The actual service is the connectivity it enables, not the hardware item itself.

8. Which of the following is a condition for matching rules?

A. Agent domain

B. Assignment

C. Switching

D. Specific case attributes

Matching rules rely on the specific attributes of a case to decide if they apply. These case attributes—such as product, customer segment, region, issue type, and priority—are the inputs the rule checks against its criteria. When a case's attributes satisfy the rule's conditions, the rule matches and its actions (like routing to a queue or assigning to an agent) are executed. Elements like the agent domain, the assignment, or switching describe what happens after a match or who can handle the case, not the condition that determines a match. So, the condition for a rule to match is indeed the specific case attributes.

9. Which of the following is a valid implication of the CSP default configuration?

A. Web and Chat are available channels

B. Email is the only channel

C. Social is the primary channel

D. Chat is not supported in CSP

The main idea is that the default CSP setup includes multiple customer contact channels already enabled, specifically web-based interactions and live chat. Having Web and Chat available out of the box means customers can start a conversation through the website and via chat without extra configuration, which is a common and practical default in many CSP environments. Email and Social are tools that can be added or enabled as needed, but they're not guaranteed to be the only or primary channels in the default configuration. Saying that Email is the only channel would ignore the built-in web and chat options. Saying Social is the primary channel would misrepresent the typical default emphasis on real-time web/chat contact. Saying Chat is not supported contradicts the very idea that Chat exists as a default channel.

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10. Which of the following is a valid characteristic of advance work assignment when allocating tasks?

A. Availability only

B. Capacity only

C. Skills only

D. Availability, capacity, and skills

Advance work assignment aims to match tasks to agents by checking multiple attributes of the resource, not just one. The best characteristic to rely on is availability, capacity, and skills, because each dimension ensures a different part of a successful assignment. Availability confirms the agent can take on new work now. Capacity ensures their current workload isn't exceeded, preventing bottlenecks and overwhelm. Skills verify the agent has the necessary expertise to handle the task effectively. If you consider only one dimension, you risk misallocations: someone who is free but lacks required skills, or someone with capacity who isn't actually available, or someone who can handle more work but lacks the needed expertise. Using all three together leads to timely, appropriate, and balanced task assignments.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://ciscsm.examzify.com

We wish you the very best on your exam journey. You've got this!

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