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# Q&A

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**Exam** : **CIS-ITSM**

**Title** : Certified Implementation  
Specialist - IT Service  
Management

**Version** : DEMO

1.An administrator has been asked to create a replica of the production organization. The requirement states that existing fields, page layouts, record types, objects, and data contained in the fields and objects need to be available in the replica organization.

How can the administrator meet this requirement?

- A. Create a developer sandbox.
- B. Create a configuration-only sandbox.
- C. Create a metadata sandbox.
- D. Create a full sandbox.

**Answer: D**

2.Which two deployment tools can be used to deploy metadata from a Developer Edition organization to another organization? (Choose two.)

- A. Data Loader
- B. Salesforce Extensions for Visual Studio Code
- C. Change sets
- D. Ant Migration Tool

**Answer: BC**

3.An administrator wants to allow users who are creating leads to have access to the Find Duplicates button.

Which lead object-level permission will the administrator need to provide to these users?

- A. Merge
- B. Read and Edit
- C. View All
- D. Delete

**Answer: C**

4.What are three capabilities of Collaborative Forecasting? (Choose three.)

- A. Rename categories
- B. Forecast using opportunity splits
- C. Overlay quota
- D. Add categories
- E. Select a default forecast currency setting

**Answer: ABE**

5.Universal Containers wants customers who buy the Freight Container product to be billed in monthly installments.

How should an administrator meet this requirement?

- A. Create a default quantity schedule on the product.
- B. Create a default revenue schedule on the product.
- C. Create a workflow rule on the product.
- D. Create custom fields on the product.

**Answer: B**