Vendor: ServiceNow

Exam Code:CIS-FSM

Exam Name: ServiceNow Certified Field Service
Management (FSM) Implementation Specialist

Version: Demo

QUESTION 1

As it pertains to time recording, what allows field agents to record beyond the standard 40 hours of time per week?

A. Configure time sheet notifications for manager override

B. Create a new time sheet policy for the specified field agents

C. Configure the time sheet portal widget

D. Activate the FSM with Time Recording plugin

Correct Answer: B

QUESTION 2

As it pertains to dynamic scheduling configuration, what are the main components of task filters? (Choose three.)

A. Weighting

B. Matching criteria

C. Un-Assignment constraints

D. Ordering rules

E. Ranking method

Correct Answer: ABE

QUESTION 3

What scheduled job considers the tasks assigned to or accepted by agents on the current date and automatically enhances the routes for those tasks?

A. Calc Estimated Duration Assigned to

B. Process Dynamic Scheduling Auto Assignment

C. Show Auto Route

D. Optimize Task Routing

Correct Answer: D

The Optimize Task Routing scheduled job is inactive by default. When you set the active field for this scheduled job to true, the job runs every da at 3:00 am system time. An organization may want to vary this by time zone or call it every

hour (for work performed in busy cities). The scheduled job considers the tasks assigned to or accepted by agents on the current date and automatically optimizes the routes for those tasks.

Source : FSM ebook - (p.182)

QUESTION 4

Where can you control the maximum number of tasks that can be selected when manually running dynamic scheduling?

A. Field service assignment configuration

B. Dynamic scheduling system properties

C. Central dispatch configuration

D. Dynamic scheduling configuration

Correct Answer: B

https://docs.servicenow.com/ja-JP/bundle/utah-field-service-management/page/product/field-service-management/reference/dynamic-sched- system-properties.html

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QUESTION 5

When using the dispatcher workspace integration with dynamic scheduling, if a dispatcher drags a lower priority task over a higher priority task, what will occur?

A. Both tasks are automatically-reassigned

B. Both tasks are automatically assigned

C. A warning is displayed and dispatcher con rmation is required

D. The higher priority task is automatically reassigned

Correct Answer: C

QUESTION 6

A regional bank servicing its Automated Teller Machines (ATMs) is an example of what type of field service?

A. Reactive field service

B. Internal field service

C. External field service

D. Predictive field service

Correct Answer: B

Internal Field Service is a service provided to company-owned and operated equipment or assets.

Examples: banks maintaining and repairing their own ATMs, a retail chain store, and debt collection agencies.

QUESTION 7

What does it mean when you set a work order task as an upstream task?

A. The downstream task must be approved before completing an upstream task

B. The task must be completed before any downstream tasks can be started

C. The task is dependent on another work order request

D. The task cannot he started until any upstream tasks have been completed

Correct Answer: B

https://docs.servicenow.com/fr-FR/bundle/tokyo-field-service-management/page/product/planning-and-policy/task/t_SetAnUpstreamTask.html

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QUESTION 8

What do administrators use to create questionnaires for work orders and work order tasks?

A. Process Automaton Designer

B. Targeted Communication

C. Survey Designer

D. Assessment Designer

Correct Answer: C

https://docs.servicenow.com/bundle/washingtondc-field-service-management/page/product/field-service-management/task/create- questionnaire-for-work-order.html

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QUESTION 9

Dependencies can only be set for work order tasks in which state?

A. Approved

B. Draft

C. Waiting Approval

D. Qualified

Correct Answer: D

QUESTION 10

Where can dispatchers view the location history of field agents to track and review their activities over a historical period?

A. Agent Location History Map

B. Territory Management

C. Dispatch Map

D. My Dispatch Queue

Correct Answer: A

View the location history map of field service agents to track and review their activities over a historical period.

https://docs.servicenow.com/bundle/vancouver-field-service-management/page/product/field-service-management/task/view_agent_location_history_map.html

Note: Agent tracking features are available with the Field Service Management - Customer Experience plugin, which requires the Customer Service with Field Service Management and Notify - Twilio Direct Driver plugins. Twilio or other

service provider with Notify needs to be configured.

source : FSM ebook - (p.297)

QUESTION 11

What can customers use on the service portal to view and select available service windows?

A. Genius bar

B. Request catalog

C. Appointment booking

D. Agent calendar

Correct Answer: C

QUESTION 12

As it pertains to dynamic scheduling system properties, what is the recommended maximum number of tasks that can be selected when running dynamic scheduling manually?

A. 40

B. 20

C. 30

D. 50

Correct Answer: D