

CIS-FSM^{Q&As}

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QUESTION 1

What is used to categorize different types of work for time reporting?

- A. Time Cards
- B. Rate Types
- C. Rate Models
- D. Rate Lines

Correct Answer: B

QUESTION 2

What state do work order tasks need to be in for dynamic scheduling to assign them?

- A. Quali ed
- B. Ready for dispatch
- C. Pending dispatch
- D. Approved

Correct Answer: C

QUESTION 3

When configuring dynamic scheduling, what can you use or create to identify specific lists of tasks?

- A. Schedules
- B. Assignment filters
- C. Task filters
- D. Agent filters

Correct Answer: C

<https://docs.servicenow.com/bundle/tokyo-field-service-management/page/product/field-service-management/task/create-dynamic-scheduling-config.html#create-task-filter>

QUESTION 4

Which operational role typically creates personal events for an agent's calendar?

- A. wm_manager
- B. wm_agent
- C. wm_dispatcher
- D. wm_admin

Correct Answer: B

Field Service Managers can create agent work schedules and calendar events, such as personal time off or meetings, for their field agents, although the field agents themselves typically perform these tasks.

A work schedule includes a date range and a schedule type, such as day shift or evening shift.

Field agents can have multiple work schedules.

QUESTION 5

Which operational role can view the calendars of team members to check availability, view the skill distribution, and create or edit skills of team members?

- A. wm_agent
- B. wm_qualifier
- C. wm_dispatcher
- D. wm_manager

Correct Answer: D

QUESTION 6

Transfer order line tasks are used to move which type of record through the asset shipment and drop-off transfer process?

- A. Transfer order line
- B. Consumable model
- C. Work order task
- D. Part requirement

Correct Answer: D

QUESTION 7

Which ServiceNow integrations for Field Service Management (FSM) are available? (Choose two.)

- A. FSM integration with Project Portfolio Management (PPM)
- B. Work Order Management integration
- C. Asset Management integration
- D. Outlook Calendar Integration
- E. Customer Service Management (CSM) Integration

Correct Answer: AE

QUESTION 8

Which operational role is responsible for scheduling appointments and assigning tasks to agents?

- A. wm_admin
- B. wm_manager
- C. wm_qualifier
- D. wm_dispatcher

Correct Answer: D

QUESTION 9

What controls the visibility of the 'Optimize route' option in the more actions menu in the agent card on dispatcher workspace?

- A. UI action
- B. Client script
- C. Business rule
- D. System property

Correct Answer: A

QUESTION 10

Which reasons can field agents provide when rejecting tasks that were assigned to them? (Choose four.)

- A. Not a preferred customer
- B. Type of work not preferred
- C. Parts unavailable
- D. Customer unavailable
- E. Skills mismatch
- F. Schedule conflict

Correct Answer: CDEF

QUESTION 11

What do you need to configure an appointment booking service? (Choose three.)

- A. Contextual search
- B. A record producer
- C. Appointment booking variable set
- D. A work order template
- E. Recipients list
- F. Publication article

Correct Answer: BCD

QUESTION 12

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 day 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 13

Where can you disable the accept or reject task option if business process dictates that field agents should not have the ability to accept or reject tasks?

- A. Field Service Configuration Business Process
- B. Dynamic Scheduling Configuration
- C. Field Service Properties
- D. Field Service Configuration Add-Ons

Correct Answer: A

QUESTION 14

Field Service Management (FSM) is a solution for anything that uses which of the following? (Choose three.)

- A. Problems
- B. Skills
- C. Locations
- D. Time
- E. Requests
- F. Incidents

Correct Answer: BCD

QUESTION 15

As it pertains to dynamic scheduling, what is this an example of government customers are higher rank and private sector customers are lower?

- A. Task ordering rule
- B. Task filter
- C. Un-assignment constraint
- D. Matching criteria

Correct Answer: A

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