CIS-FSM^{Q&As}

ServiceNow Certified Field Service Management (FSM) Implementation Specialist

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QUESTION 1

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 2

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

QUESTION 3

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

QUESTION 4

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 5

When defining a maintenance schedule, what type of trigger would you use for work to be performed based on time and count?

A. Meter and Script

B. Duration or Meter

C. Script and Duration

D. Duration or Script

Correct Answer: B

Criteria can be duration or meter based and triggered by first occurring condition. You can update any maintenance schedule on an as needed basis. For instance, if the regular interval is due next month, you can select an earlier or later date to change when the maintenance occurs.

Source : FSM ebook - (p.141)

QUESTION 6

Which operational role is responsible for managing field agent skills?

A. wm_admin

B. wm_dispatcher

C. wm_qualifier

D. wm_manager

Correct Answer: D

QUESTION 7

What phase in the baseline ServiceNow field service management process lifecycle immediately precedes the scheduling and dispatch phase?

A. Initiation

B. Qualification

C. Analyze and Improve

D. Delivery and Confirmation

Correct Answer: B

Phases: initiation> qualification> scheduling and dispatch> delivery and confirmation> analyze and improve

QUESTION 8

As it pertains to time recording, FSM Rate Card Task Work (Billable) and FSM Rate Card Task Work OT (Billable), are examples of what?

A. Time worked

B. Labor rate cards

C. Rate types

D. Time cards

Correct Answer: B

System administrators can create additional rate types by navigating to All > Time Sheets > Administration > Rate Types

The following labor rate cards are provided:

FSM Rate Card Task Work (Billable)

FSM Rate Card Task Work OT (Billable)

FSM Rate Card (Default)

System administrators can create additional labor rate cards using rate types by navigating to All > Cost > Costs > Labor Rate Cards.

The time recording feature requires the Time Recording for Field Service plugin, which activates the Time Card Management and the Cost Management plugins. Source : FSM ebook - (p.154)

QUESTION 9

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 10

When a dynamic scheduling task filter\\'s auto assignment frequency is set to immediate, what happens?

A. Tasks are auto-assigned as soon as they are ready to be assigned

B. Tasks which are ready to be assigned are selected at the defined interval and assigned

C. Tasks are auto-assigned as soon as they reach the qualified state

D. Tasks are added to a batch and auto assigned at the defined interval

Correct Answer: A

Auto Assignment Frequency

The frequency with which tasks are auto assigned.

Immediate: tasks are assigned as soon as they are ready to be assigned.

Interval: tasks which are ready to be assigned are selected at the defined interval and assigned.

Selecting Interval displays the Auto Assignment Interval field, where the interval, in minutes, at which tasks are selected for auto assignment.

Note: Auto Assignment Frequency field is only displayed when Auto Assign = true

Source : Now Learning - Dynamic Scheduling - Explore the Task Filter Form

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QUESTION 11

Which of the following resources are critical for a successful implementation? (Choose ve.)

A. Chief Executive Officer

B. Customer Service Agent

C. Field service manager

D. Chief Information Officer

E. Field service agent

F. System Administrator

G. Dispatcher

H. Qualifier

Correct Answer: CEFGH

QUESTION 12

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 13

What can be used to separate field service management data, processes, and administrative tasks into logical groupings called domains?

A. Bucketing

B. Domain separation

C. Domain scheduling

D. Groups

Correct Answer: B

QUESTION 14

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 15

What is the recommended maximum number of tasks that can be selected when running dynamic scheduling manually?

A. 75

B. 100

C. 50

D. 25

Correct Answer: C

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