

CIS-FSM^{Q&As}

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QUESTION 1

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

QUESTION 2

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 3

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

QUESTION 4

Each matching criteria defined in the dynamic scheduling configuration task filter is assigned a default weight of?

- A. 5
- B. 10
- C. 15
- D. 20

Correct Answer: B

QUESTION 5

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 6

As it pertains to the Agent Feedback feature, ServiceNow calculates the average rating of a field agent and stores it in which table?

- A. kb_feedback_task_metric

B. wm_agent_rating

C. com_feedback

D. asmt_metric

Correct Answer: B

QUESTION 7

If you are using auto-routing or auto-dispatch, what must be set in system properties for precise time estimates?

A. Latitude and longitude for Google Maps API

B. Private Key and Client ID for Google Maps API

C. Geocoding for Google Maps API

D. Distance Matrix for Google Maps API

Correct Answer: A

QUESTION 8

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 be 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

QUESTION 9

What feature helps field agents by providing relevant knowledge for the task at hand and displaying search results on forms when users enter text in a field?

A. Knowledge Base

B. Reports

C. Contextual search

D. Filter navigator

Correct Answer: C

QUESTION 10

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 11

How are dispatch groups that can be selected from work order tasks filtered?

A. By Manager

B. By Location coverage

C. By Group type

D. By Group members

Correct Answer: B

QUESTION 12

What needs to be enabled in the field service configuration order to allow customers to digitally sign and confirm work orders?

A. Work notes are required to close a task

- B. Managed documents and task activities
- C. Signature Capture and PDF Order Summary
- D. Copy task work notes to request

Correct Answer: C

QUESTION 13

What sets and enforces the order in which a single field agent or multiple field agents perform the tasks assigned to them?

- A. Work Order Qualification
- B. Circular relationships
- C. Work Order Dependencies
- D. Work order templates

Correct Answer: C

QUESTION 14

What feature reorders an agent's tasks for the day as efficiently as possible, using either geolocation or straight-line estimation?

- A. Dynamic Scheduling
- B. Route Optimization
- C. Dispatch Workflow
- D. Appointment Booking

Correct Answer: B

https://docs.servicenow.com/fr-FR/bundle/sandiego-field-service-management/page/product/planning-and-policy/concept/c_AutoRouting_1.html

QUESTION 15

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

- A. Qualified

B. Ready for dispatch

C. Pending dispatch

D. Approved

Correct Answer: C

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