## **ServiceNow**

### **CIS-FSM Exam**

ServiceNow Certified Field Service Management (FSM) Implementation Specialist



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# Version: 4.0

| Question: 1   |  |                              |
|---|--|------------------------------|
| A regional bank servicing its A service?                                      | utomated Teller Machines (ATMs) is an e  | xample of what type of field |
| A. Reactive field service B. Internal field service C. External field service |  |                              |
| D. Predictive field service   |  |                              |
|   |  | Answer: B                    |
| Question: 2   |  |                              |
| What field service model is us  | ed for maintenance at regular intervals? |                              |
| A. Predictive   |  |                              |
| B. Project  |  |                              |
| C. Reactive   |  |                              |
| D. Planned  |  |                              |
|   |  | Answer: D                    |
| Question: 3   |  |                              |
| What state must a work order  | request be in to set dependencies for wo | ork order tasks?             |
| A. Draft  |  |                              |
| B. Approved   |  |                              |
| C. Qualified  |  |                              |
| D. Waiting Approval   |  |                              |
| E. Awaiting Qualification   |  |                              |
|   |  | Answer: E                    |
| Question: 4   |  |                              |
|   |  |                              |

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

Answer: C

#### Question: 5

When can work order tasks be dispatched?

- A. Parts have been sourced
- B. Field agent is assigned
- C. Customer books an appointment
- D. Dispatch group is assigned

**Answer: B** 

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