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Exam : **CIS-FSM**

Title : ServiceNow Certification
Implementation Specialist –
Field Service Management

Version : DEMO

1. 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

Answer: B

2. What field service model is used for maintenance at regular intervals?
- A. Predictive
 - B. Project
 - C. Reactive
 - D. Planned

Answer: D

3. What state must a work order request be in to set dependencies for work order tasks?
- A. Draft
 - B. Approved
 - C. Qualified
 - D. Waiting Approval
 - E. Awaiting Qualification

Answer: E

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

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