EXAMGOOD

QUESTION & ANSWER

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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