

CIS-FSM^{Q&As}

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QUESTION 1

What criteria are utilized in	auto-assignment of work orde	er tasks? (Choose three.)
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- A. SLA status
- B. Age of task
- C. Skills
- D. Task windows
- E. Geolocation

Correct Answer: CDE

QUESTION 2

How are dispatch groups filtered in the lookup?

- A. By Manager
- B. By Group type
- C. By Group members
- D. By Location coverage

Correct Answer: D

QUESTION 3

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

- A. Quali ed
- B. Ready for dispatch
- C. Pending dispatch
- D. Approved

Correct Answer: C

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QUESTION 4

In the context of time recording, "Out of office", "Meeting", and "Training" are examples of what?

- A. Labor rate cards
- B. Time sheet policies
- C. Time worked categories
- D. Standard rate types

Correct Answer: C

QUESTION 5

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

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