



CIS-FSM^{Q&As}

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QUESTION 1

What can customer service agents use to create and view associated work order tasks for customer cases?

- A. Agent workbench
- B. Service portal
- C. Agent workspace
- D. Dispatcher workspace

Correct Answer: C

QUESTION 2

As it pertains to dynamic scheduling configuration, matching criteria, weighting, and ranking method are components of what?

- A. Constraints
- B. Task filters
- C. Task ordering rules
- D. Execution order

Correct Answer: B

QUESTION 3

Task filters, task ordering rules, and un-assignment constraints are key components of which feature?

- A. Workflows
- B. Qualification
- C. Auto Assignment
- D. Dynamic Scheduling

Correct Answer: D

**QUESTION 4**

What happens to a task that cannot be auto-assigned because of an impractical or missing location or because the task window cannot be scheduled?

- A. Constraints are overridden and the task is assigned
- B. The task is returned to the pending dispatch state
- C. The task is set to the unassigned state
- D. Constraints are presented to dispatcher for override confirmation

Correct Answer: B

If route of all tasks cannot satisfy time constraints or an agents\' schedule, a smaller set of tasks is calculated, and the un-routed tasks are reset to pending dispatch state.

If a task cannot be optimized because the task location is impractical or missing or if the task window cannot be scheduled, the system displays a message with a reason that the task could not be routed. It then returns the task to the pending

dispatch state.

The `sn_fsm_disp_wrkspc.enable_optimize_route` system property must be enabled to see the optimize route option in dispatcher workspace.

Source : FSM ebook - (p.182)

QUESTION 5

What is the recommended maximum number of tasks that can be selected when running dynamic scheduling manually?

- A. 75
- B. 100
- C. 50
- D. 25

Correct Answer: C

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