CIS-FSM^{Q&As}

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QUESTION 1

When using mandatory skills and dynamic scheduling, which matching criteria should be configured in the dynamic scheduling task filter?

A. Matching Skills for Dynamic Scheduling

B. Matching Mandatory Skills for Dynamic Scheduling

C. Matching Skills Level Gap for Dynamic Scheduling

D. Matching Skills - Mandatory Skills Support

Correct Answer: B

If using mandatory skills and dynamic scheduling, update the task filters for the dynamic scheduling configuration and replace the \\'Matching Skill for Dynamic Scheduling\\' matching criteria with the \\'Matching Mandatory Skills for Dynamic

Scheduling\\' matching criteria.

Source FSM ebook - (p.118)

QUESTION 2

Which mobile application does field service use?

A. Now Mobile

B. Mobile Agent

C. Mobile Studio

D. Mobile Onboarding

Correct Answer: B

https://docs.servicenow.com/en-US/bundle/utah-field-service-management/page/product/field-service-management/concept/work-offline-fieldservice-mobile.html

QUESTION 3

When you book an appointment, the timezone of appointment slots will be displayed based on? (Choose two.)

A. The location where the appointment for the task is scheduled

B. Timezone that is specified in the user contact record

C. The Timezone of the available agent

D. The location of the available agent

Correct Answer: AB

https://docs.servicenow.com/bundle/vancouver-field-service-management/page/product/field-service-management/task/appt-booking-create-service-config.html

QUESTION 4

How are dispatch groups that can be selected from work order tasks filtered?

A. By Manager

B. By Location coverage

C. By Group type

D. By Group members

Correct Answer: B

QUESTION 5

When sourcing a part, the From Stockroom field is auto-populated with a default stockroom location, only if: (Choose three.)

A. The parts scheduling plugin is activated

B. The Reserve parts in agent stockroom configuration option is enabled

C. The field agent has preferred stockrooms defined

D. The part is available in the agent\\'s personal stockroom

E. The part is available in the assignment group\\'s stockroom

Correct Answer: BDE

Enable Reserve parts in agent stockroom to automatically reserve required parts in the agent stockroom when scheduling and rescheduling work order tasks.

Souce : FSM ebook - [Parts Requirements - (p.96)]

The From Stockroom field is auto-populated with a default stockroom location, only if the part is available in the agent\\'s personal stockroom or assignment group stockroom. You can specify a different stockroom location, if needed.

Source : https://docs.servicenow.com/bundle/vancouver-field-service-management/page/product/planning-and-policy/task/create-transfer- order.html