CIS-FSM^Q&As

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QUESTION 1

In the Auto-Assignment Confirmation pop up window, what is the category of a previously assigned task which was unassigned, but, then, could not be assigned to any agent?

A. Not Assigned

B. Unassigned

C. Reassigned

D. Assigned

Correct Answer: A

QUESTION 2

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

QUESTION 3

Transfer order line tasks are used to move which type of record through the asset shipment and drop-off transfer process?

A. Transfer order line

B. Consumable model

C. Work order task

D. Part requirement

Correct Answer: D

QUESTION 4

Enabling the Use dispatch queue option in the field service assignment configuration allows dispatchers to?

A. Use agent or task scheduling

B. Use the dispatch queue for manual assignment of tasks

C. Assign tasks based on assignment group coverage areas

D. Auto-select agents for tasks based on skill

Correct Answer: B

Use dispatch queue enables use of the dispatch group for manual assignment. Use dispatch queue depends on a task-driven process lifecycle. Enable state flows must be turned on when enabling auto-selection of agents and considers time zone for tasks and enables priority assignment.

Source : FSM ebook - (p.93)

QUESTION 5

When using territory management, what can field service admins assign to an individual or group?

A. Skills

B. Parts

C. Routes

D. Locations

Correct Answer: D

https://docs.servicenow.com/bundle/utah-field-service-management/page/product/work-management/concept/c_TerritoryManagement.html Territory management allows the assignment of a set of geographical locations to an individual or group. This assignment creates a territory.

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