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QUESTION 1

Which operational role typically creates personal events for an agent's calendar?

- A. wm_manager
- B. wm_agent
- C. wm_dispatcher
- D. wm_admin

Correct Answer: B

Field Service Managers can create agent work schedules and calendar events, such as personal time off or meetings, for their field agents, although the field agents themselves typically perform these tasks.

A work schedule includes a date range and a schedule type, such as day shift or evening shift.

Field agents can have multiple work schedules.

QUESTION 2

Configuring SMS notifications to customers that include an agent's current location and estimated time of arrival depends on which plugins? (Choose two.)

- A. Notify - Twilio Direct Driver
- B. Notification Preferences for Field Service
- C. Push Notifications for Field Service
- D. Field Service Management - Customer Experience

Correct Answer: AD

Email and SMS notifications features are available with the Field Service Management - Customer Experience plugin, which requires Customer Service with Field Service Management and Notify - Twilio Direct Driver plugins. To use SMS notifications, Twilio or other service provider with Notify needs to be configured.

The following email notifications are sent by default. Review each with your stakeholders and make any necessary changes, or create new notifications. Agent starts travel Work order Task is Created Work Order Task is Assigned Work Order Task is Reassigned Work Order Task is Rescheduled Work Order Task is Cancelled Work Order Task is Completed Work Order Task Assigned to External (only if the Contractor Management plugin is activated) Source : FSM ebook - [Customer Notification - (p.300)]

QUESTION 3

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

Correct Answer: B

Internal Field Service is a service provided to company-owned and operated equipment or assets.

Examples: banks maintaining and repairing their own ATMs, a retail chain store, and debt collection agencies.

QUESTION 4

What does it mean when you set a work order task as an upstream task?

- A. The downstream task must be approved before completing an upstream task
- B. The task must be completed before any downstream tasks can be started
- C. The task is dependent on another work order request
- D. The task cannot be started until any upstream tasks have been completed

Correct Answer: B

https://docs.servicenow.com/fr-FR/bundle/tokyo-field-service-management/page/product/planning-and-policy/task/t_SetAnUpstreamTask.html

QUESTION 5

When defining a maintenance schedule, what type of trigger would you use for work to be performed based on time and count?

- A. Meter and Script
- B. Duration or Meter
- C. Script and Duration
- D. Duration or Script

Correct Answer: B

Criteria can be duration or meter based and triggered by first occurring condition. You can update any maintenance schedule on an as needed basis. For instance, if the regular interval is due next month, you can select an earlier or later date to change when the maintenance occurs.

Source : FSM ebook - (p.141)