CIS-FSM^{Q&As}

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QUESTION 1

What can be used to send articles, notices, and announcements to relevant customers?

A. Email notification

B. Service Portal notification

C. Targeted communication

D. SMS Message

Correct Answer: C

QUESTION 2

As it pertains to the Agent Feedback feature, ServiceNow calculates the average rating of a field agent and stores it in which table?

A. kb_feedback_task_metric

B. wm_agent_rating

C. com_feedback

D. asmt_metric

Correct Answer: B

QUESTION 3

Which operational role is responsible for reviewing reports, metrics, and team performance?

A. wm_manager

B. wm_qualifier

C. wm_dispatcher

D. wm_admin

Correct Answer: A

QUESTION 4

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

QUESTION 5

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

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