PassQueen
a.k.a dumpsqueen.com

ServiceNow Certified Field Service Management (FSM) Implementation Specialist

ServiceNow CIS-FSM

Version Demo

Total Demo Questions: 9

Total Premium Questions: 97

Buy Premium PDF

https://passqueen.com

support@passqueen.com

Topic Break Down

Topic	No. of Questions
Topic 1, Field Service Management Overview and Application Administration	26
Topic 2, Field Service Management Configuration	68
Topic 3, Field Service Management Implementation	2
Topic 4, Field Service Management Integration	1
Total	97

QUESTION NO: 1

An organization is creating an appointment booking service that lets requesters select a service window and creates standardized field work after submission. Which configuration items are required? (Choose three.)

A. A record producer

B. Appointment booking variable set

C. A work order template

D. Contextual search

E. A publication article

ANSWER: A B C

Explanation:

A **record producer** provides the requester intake experience. The **Appointment booking variable set** supplies the booking-specific inputs and slot-selection behavior. A **work order template** defines the standardized work order created from the booking request. Contextual search and publication articles can support users, but they do not configure an appointment booking service.

QUESTION NO: 2

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

A. wm_manager

B. wm_agent

C. wm_dispatcher

D. wm_admin

ANSWER: C

Explanation:

The **wm_dispatcher** role typically creates personal events on an agent’s calendar. In Field Service Management, dispatchers coordinate field work by maintaining agent schedules, assigning work, and accounting for time when an agent is unavailable for dispatchable tasks. Personal events provide the calendar blocks needed for items such as training, meetings, leave, breaks, or other non-work-order commitments. By recording these events on the agent’s schedule, the dispatcher helps ensure that scheduling and optimization processes use an accurate representation of the agent’s availability, capacity, and working time. This responsibility fits the dispatcher’s operational role of managing day-to-day scheduling across the team and making informed assignment decisions. ServiceNow Field Service Management documentation describes dispatching and scheduling capabilities as central functions for coordinating work and field-agent availability. See the ServiceNow Field Service Management documentation and the ServiceNow Field Service Management product overview.

QUESTION NO: 3

Where can you control the maximum number of tasks that can be selected when manually running dynamic scheduling?

A. Field service assignment configuration

B. Dynamic scheduling system properties

C. Central dispatch configuration

D. Dynamic scheduling configuration

ANSWER: D

Explanation:

Dynamic scheduling configuration is the correct location because it contains the operational settings that govern how Dynamic Scheduling runs in Field Service Management. When a dispatcher manually initiates a Dynamic Scheduling run, the platform must limit the size of the selected task set so that the optimization process remains practical and performs predictably. The maximum-task selection setting is therefore maintained as part of the Dynamic Scheduling configuration rather than as an assignment-rule, dispatch-board, or general system-property setting. Administrators use this configuration area to tailor Dynamic Scheduling behavior to their organization's operational scale, including constraints that affect manual scheduling runs. This allows dispatchers to select an appropriate workload for optimization without submitting an excessively large set of tasks in one request. ServiceNow's Field Service Management documentation describes Dynamic Scheduling as the capability used to automatically optimize task assignments and schedules, while its configuration documentation covers the settings used to control that behavior. See the ServiceNow Dynamic Scheduling documentation and the Field Service Management product documentation.

QUESTION NO: 4

A customer is booking a service appointment while located in a different time zone from the dispatch team. Which records provide the time-zone context used when appointment slots are displayed? (Choose two.)

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

B. The timezone specified in the user contact record

C. The timezone of the available agent

D. The current location of the available agent

ANSWER: A B

Explanation:

Appointment Booking uses the time zone on the **user contact record** and the time zone of the **location where the appointment task is scheduled**. The available agent's time zone or current location does not determine the customer-facing appointment-slot display.

QUESTION NO: 5

Reactive, Planned, and Predictive are examples of what?

A. Work order templates

B. Field service products

C. Field service models

D. ServiceNow maturity levels

ANSWER: C

Explanation:

Field service models is correct because Reactive, Planned, and Predictive describe the principal ways an organization can structure and deliver field service work. A reactive model responds after an issue, outage, or customer request occurs. A planned model organizes work in advance, such as scheduled maintenance, inspections, and recurring service activities. A predictive model uses operational data, connected-device signals, and analytics to anticipate potential asset issues so service can be performed before a failure affects operations. Together, these models represent a progression from responding to demand toward proactively optimizing service outcomes. ServiceNow Field Service Management supports the workflows needed to coordinate work orders, dispatch, technicians, assets, and customer communications across these

service approaches. The ServiceNow Field Service Management product overview describes its role in connecting service operations and enabling proactive service delivery: ServiceNow Field Service Management. ServiceNow also explains how connected operations and asset data can support more proactive maintenance and service processes in its Asset Management product information.

QUESTION NO: 6

What state must a work order request be in to set dependencies for work order tasks?

A. Draft

B. Approved

C. Qualified

D. Waiting Approval

E. Awaiting Qualification

ANSWER: E

Explanation:

Awaiting Qualification is the required work order request state for defining dependencies between work order tasks. In the Field Service Management work-order lifecycle, this state is used while the request is being assessed and prepared for fulfillment. At this point, the work can be structured into the appropriate tasks and the execution sequence can be established. Task dependencies identify prerequisite relationships, ensuring that a dependent task is scheduled or started only after the work it relies on is completed. Defining these relationships during qualification gives the system the dependency information needed to coordinate task planning, assignment, and scheduling before the request proceeds through later approval and execution stages. This supports an achievable task sequence and helps dispatchers avoid scheduling work that cannot yet begin. ServiceNow documents FSM work-order management and its lifecycle as part of the Field Service Management application; see the ServiceNow Field Service Management documentation and the Field Service Management product overview for the application's work-order planning and execution capabilities.

QUESTION NO: 7

Which reasons can field agents provide when rejecting tasks that were assigned to them? (Choose two.)

A. Type of work not preferred

B. Skills mismatch

C. Not a preferred customer

D. Parts unavailable

ANSWER: B D

Explanation:

Skills mismatch and **Parts unavailable** are valid rejection reasons because they identify operational conditions that prevent a field agent from completing an assigned task successfully. A skills mismatch communicates that the work requires qualifications, certifications, or expertise the assigned agent does not have. Capturing this reason allows dispatchers to reassign the task to an appropriately qualified agent and supports accurate skill-based scheduling. Parts unavailable identifies that the agent cannot perform the work because the required inventory is not available. This enables the dispatcher or inventory process to obtain, transfer, reserve, or otherwise arrange the necessary parts before the task is rescheduled or reassigned. Recording structured rejection reasons provides useful visibility into assignment and fulfillment exceptions, helping dispatch teams make informed follow-up decisions rather than simply treating an assignment as declined. These reasons align with FSM's broader support for matching work to agent capabilities and ensuring that resources required to

perform field work are available. See the ServiceNow Field Service Management product overview and the ServiceNow product documentation portal for FSM scheduling, agent, and inventory documentation.

QUESTION NO: 8

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

ANSWER: B

Explanation:

The task must be completed before any downstream tasks can be started. In Field Service Management, work order task dependencies are used to model the required sequence of work. An upstream task is the predecessor in that sequence: its work must reach completion before work that depends on it—the downstream task—can begin. This helps dispatchers, technicians, and service managers enforce operational prerequisites, such as completing a site inspection before performing an installation, or finishing equipment isolation before beginning a repair. Using upstream and downstream relationships also makes the work order plan easier to follow because task availability reflects the intended workflow rather than relying solely on technicians to interpret task order manually. The dependency is associated with the relationship between tasks, so setting a task as upstream establishes it as the task that unlocks its dependent downstream work when it is completed. ServiceNow FSM supports work-order management capabilities intended to coordinate field work, task execution, and the sequencing of service activities. See the ServiceNow Field Service Management product page and the ServiceNow product documentation portal for FSM work-order and task-dependency documentation.

QUESTION NO: 9

What do you need to configure an appointment booking service? (Choose three.)

A. Contextual search

B. A record producer

C. Appointment booking variable set

D. A work order template

E. Recipients list

F. Publication article

ANSWER: B C D

Explanation:

An appointment booking service is configured around a request experience that captures the customer's scheduling requirements and turns the request into actionable field-service work. **A record producer** provides the catalog-style intake form through which a requester initiates the booking request. The record producer is associated with the booking service and is responsible for creating the appropriate underlying record when the request is submitted. The **Appointment booking variable set** supplies the dedicated appointment-booking inputs, including the information needed to identify available appointment slots and allow a user to select a suitable time. This standardized variable set is what enables the booking-specific behavior on the request form. A **work order template** defines the work order content that is created from the completed booking request, such as the work details and other predefined values required for dispatch and fulfillment. Together, these components connect customer intake, slot selection, and repeatable work-order creation into one appointment booking service. ServiceNow's Field Service Management documentation describes appointment booking as a

capability that uses booking services and request configuration to create work for scheduling and dispatch. See the ServiceNow Appointment Booking documentation and the Work order templates documentation.