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Question: 1

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

Answer: B

Question: 2

What field service model is used for maintenance at regular intervals?

- A. Predictive
- B. Project
- C. Reactive
- D. Planned

Answer: D

Question: 3

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

Question: 4

What do administrators use to create questionnaires for work orders and work order tasks?

- A. Process Automaton Designer
- B. Targeted Communication
- C. Survey Designer
- D. Assessment Designer

Answer: C

Question: 5

When can work order tasks be dispatched?

- A. Parts have been sourced
- B. Field agent is assigned
- C. Customer books an appointment
- D. Dispatch group is assigned

Answer: B

Question: 6

Dispatcher workspace looks at which calendar to auto-assign tasks to agents based on availability?

- A. Outlook calendar
- B. Agent calendar
- C. Team calendar
- D. Google calendar

Answer: C

Question: 7

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: B

Question: 8

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

Answer: B

Question: 9

Where can dispatchers view real-time locations of agents?

- A. Agent map
- B. My task map
- C. Manager map
- D. Dispatch map

Answer: A

Question: 10

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

- A. Skills
- B. Parts
- C. Routes
- D. Locations

Answer: D

Question: 11

When using the dispatcher workspace integration with dynamic scheduling, if a dispatcher drags a lower priority task over a higher priority task, what will occur?

- A. Both tasks are automatically- reassigned
- B. Both tasks are automatically assigned
- C. A warning is displayed and dispatcher confirmation is required
- D. The higher priority task is automatically reassigned

Answer: C

Question: 12

What state do work order tasks need to be in for dynamic scheduling to assign them?

- A. Qualified
- B. Ready for dispatch
- C. Pending dispatch
- D. Approved

Answer: C

Question: 13

In the context of time recording, “Out of office”, “Meeting”, and “Training” are examples of what?

- A. Labor rate cards
- B. Time sheet policies
- C. Time worked categories
- D. Standard rate types

Answer: C

Question: 14

What allows for more accurately tracking agent’s locations through mobile devices?

- A. Geolocation
- B. Work groups
- C. Work order templates
- D. Service level agreements

Answer: A

Question: 15

What feature reorders an agent’s tasks for the day as efficiently as possible, using either geolocation OR straight-line estimation?

- A. Dynamic Scheduling
- B. Route Optimization
- C. Dispatch Workflow
- D. Appointment Booking

Answer: B

Question: 16

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

Question: 17

What sets and enforces the order in which a single field agent or multiple field agents perform the tasks assigned to them?

- A. Work Order Qualification
- B. Circular relationships
- C. Work Order Dependencies
- D. Work order templates

Answer: C

Question: 18

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

Question: 19

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

- A. Not a preferred customer
- B. Type of work not preferred
- C. Parts unavailable
- D. Customer unavailable
- E. Stalls mismatch
- F. Schedule conflict

Answer: C, D, E, F

Question: 20

What can customer service agents use to create and view associated work order tasks for customer cases?

- A. Agent workbench
- B. Service portal
- C. Agent workspace

D. Dispatcher workspace

Answer: C

Question: 21

What can field agents use to record time spent on tasks on a day-to-day basis and submit the time sheet in a single action?

- A. Time sheet portal
- B. Worker portal
- C. Resource workbench
- D. Planning console

Answer: A

Question: 22

Field Service Management (FSM) is a solution for anything that uses which of the following? (Choose three.)

- A. Problems
- B. Skills
- C. Locations
- D. Time
- E. Requests
- F. Incidents

Answer: B, C, D

Question: 23

Location, skills, and availability are used to determine what?

- A. The best field agent for a task
- B. Customer preferred technicians
- C. Work order qualification
- D. Agent schedules

Answer: A

Question: 24

What phase in the baseline ServiceNow field service management process lifecycle immediately precedes the scheduling and dispatch phase?

- A. Initiation

- B. Qualification
- C. Analyze and Improve
- D. Delivery and Confirmation

Answer: B

Question: 25

What determines if a rejected task is dynamically assigned to the same agent in the next 24 hours or not?

- A. A system properly
- B. Unassignment constraints
- C. Agent task rejection preferences
- D. Multiple assignment rules

Answer: A

Question: 26

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

Answer: A, D

Question: 27

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

Answer: B, E

Question: 28

Map page markers, map filters, and map data are key components of what?

- A. Territory Management
- B. Geolocation
- C. Dispatcher Workspace
- D. Advanced Map Pages

Answer: C

Question: 29

Where can dispatchers view the location history of field agents to track and review their activities over a historical period?

- A. Agent Location History Map
- B. Territory Management
- C. Dispatch Map
- D. My Dispatch Queue

Answer: A

Question: 30

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

Question: 31

What is used to organize work into tasks and can also be published in the service catalog as catalog items?

- A. Work order templates
- B. Appointment booking
- C. Dynamic scheduling
- D. Service level agreements

Answer: A

Question: 32

What can be used to separate field service management data, processes, and administrative tasks into logical groupings called domains?

- A. Bucketing
- B. Domain separation
- C. Domain scheduling
- D. Groups

Answer: B

Question: 33

Which ServiceNow integrations for Field Service Management (FSM) are available? (Choose two.)

- A. FSIVI 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

Answer: A, E

Question: 34

What needs to be enabled in the field service configuration order to allow customers to digitally sign and confirm work orders?

- A. Work notes are required to close a task
- B. Managed documents and task activities
- C. Signature Capture and PDF Order Summary
- D. Copy task work notes to request

Answer: C

Question: 35

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

Answer: B

Question: 36

What is used to categorize different types of work for time reporting?

- A. Time Cards
- B. Rate Types
- C. Rate Models
- D. Rate Lines

Answer: D

Question: 37

What is used to estimate distance and time to determine the best route for an agent if Google Maps API is not configured?

- A. Manual calculations
- B. Pre-defined routes
- C. Straight line estimates
- D. It cannot be estimated

Answer: C

Question: 38

What happens to a task that cannot be auto-assigned because of an impractical or missing location Or because the task window cannot be scheduled?

- A. Constraints are overridden and the task is assigned
- B. The task is returned to the pending dispatch state
- C. The task is set to the unassigned state
- D. Constraints are presented to dispatcher for override confirmation

Answer: B

Question: 39

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

Answer: D

Question: 40

Which mobile application does field service use?

- A. Now Mobile
- B. Mobile Agent
- C. Mobile Studio
- D. Mobile Onboarding

Answer: A

Question: 41

What assignment method uses this calculation for task assignment '(Criteria_1 rating x Criteria_1 weight) / total criterion weight + (Criteria_2 rating x Criteria_2 weight) / total criterion weight + (Criteria_3 rating x Criteria_3 weight) / total of criterion weight'?

- A. Dynamic scheduling
- B. Manual task assignment
- C. Auto-assignment
- D. Workflow task assignment

Answer: A

Question: 42

Each matching criteria defined in the dynamic scheduling configuration task filter is assigned a default weight of?

- A. 5
- B. 10
- C. 15
- D. 20

Answer: B

Question: 43

When a dynamic scheduling task filter's auto assignment frequency is set to immediate, what happens?

- A. Tasks are auto-assigned as soon as they are ready to be assigned
- B. Tasks which are ready to be assigned are selected at the defined interval and assigned
- C. Tasks are auto-assigned as soon as they reach the qualified state
- D. Tasks are added to a batch and auto assigned at the defined interval

Answer: A

Question: 44

Task filters, task ordering rules, and un-assignment constraints are key components of which feature?

- A. Workflows
- B. Qualification
- C. Auto Assignment
- D. Dynamic Scheduling

Answer: D

Question: 45

As it pertains to time recording, FSM Rate Card Task Work (Billable) and FSM Rate Card Task Work OT (Billable), are examples of what?

- A. Time worked
- B. Labor rate cards
- C. Rate types
- D. Time cards

Answer: B

Question: 46

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

Answer: B

Question: 47

As it pertains to time recording, what allows field agents to record beyond the standard 40 hours of time per week?

- A. Configure time sheet notifications for manager override
- B. Create a new time sheet policy for the specified field agents
- C. Configure the time sheet portal widget
- D. Activate the FSM with Time Recording plugin

Answer: B

Question: 48

Where can you disable the accept or reject task option if business process dictates that field agents should not have the ability to accept or reject tasks?

- A. Field Service Configuration Business Process
- B. Dynamic Scheduling Configuration
- C. Field Service Properties
- D. Field Service Configuration Add-Ons

Answer: A

Question: 49

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

Answer: A

Question: 50

Which operational role is responsible for performing work onsite and reporting status?

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

Answer: D

Question: 51

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

Answer: B

Question: 52

What criteria are utilized in auto-assignment of work order tasks? (Choose three.)

- A. SLA status
- B. Age of task
- C. Skills
- D. Task windows
- E. Geolocation

Answer: C, D, E

Question: 53

Which operational role can view the calendars of team members to check availability, view the skill distribution, and create or edit skills of team members?

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

Answer: B

Question: 54

As it pertains to dynamic scheduling configuration, matching criteria, weighting, and ranking method are components of what?

- A. Constraints
- B. Task filers
- C. Task ordering rules
- D. Execution order

Answer: B

Question: 55

Assuming the reserve parts in agent stockroom configuration option is enabled, when sourcing a part, the From Stockroom field is auto-populated with a default stockroom location, only if:

- A. The parts scheduling plugin is activated
- B. The part is available in the dispatcher's stockroom
- C. The part is available in the agent's personal stockroom

D. The field agent has preferred stockrooms defined

Answer: C

Question: 56

What determines which tasks appear on the task panel in dispatcher workspace?

- A. Task Panel Filters
- B. Task Panel Sorting
- C. Task Panel Dispatcher filters
- D. Task Panel Card Fields

Answer: D

Question: 57

What feature helps field agents by providing relevant knowledge for the task at hand and displaying search results on forms when users enter text in a field?

- A. Knowledge Base
- B. Reports
- C. Contextual search
- D. Filter navigator

Answer: C

Question: 58

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

Answer: C

Question: 59

When configuring an appointment booking record producer, what must be enabled in order to display the appointment selection widget on the record producer?

- A. Work order templates
- B. Appointment booking service
- C. Appointment booking variable set
- D. Catalog definition

Answer: C

Question: 60

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

Answer: B, C

Question: 61

If you are using auto-routing or auto-dispatch, what must be set in system properties for precise time estimates?

- A. Latitude and longitude for Google Maps API
- B. Private Key and Client ID for Google Maps API
- C. Geocoding for Google Maps API
- D. Distance Matrix for Google Maps API

Answer: A

Question: 62

When configuring dynamic scheduling, what can you use or create to identify specific lists of tasks?

- A. Schedules
- B. Assignment filters
- C. Task filters
- D. Agent filters

Answer: C

Question: 63

As it pertains to dynamic scheduling system properties, what is the recommended maximum number of tasks that can be selected when running dynamic scheduling manually?

- A. 40
- B. 20
- C. 30
- D. 50

Answer: D

Question: 64

What does dynamic scheduling use to stack rank each field agent to determine the best agent for routing?

- A. Task ranking rules
- B. Ranking method
- C. Distance from task
- D. Execution order

Answer: B

Question: 65

What scheduled job considers the tasks assigned to or accepted by agents on the current date and automatically enhances the routes for those tasks?

- A. Calc Estimated Duration Assigned to
- B. Process Dynamic Scheduling Auto Assignment
- C. Show Auto Route
- D. Optimize Task Routing

Answer: D

Question: 66

As it pertains to scheduling, what considers time between tasks, task dependencies, toll roads, and other specified time buffers?

- A. Dispatcher Workspace
- B. Dynamic Scheduling
- C. Route Optimization
- D. Geolocation

Answer: C

Question: 67

As it pertains to dynamic scheduling configuration, what are the main components of task filters? (Choose three.)

- A. Weighting
- B. Matching criteria
- C. Un-Assignment constraints

- D. Ordering rules
- E. Ranking method

Answer: A, B, E

Question: 68

What is the recommended maximum number of tasks that can be selected when running dynamic scheduling manually?

- A. 75
- B. 100
- C. 50
- D. 25

Answer: C

Question: 69

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

Question: 70

As it pertains to dynamic scheduling, what is this an example of government customers are higher rank and private sector customers are lower?

- A. Task ordering rule
- B. Task filler
- C. Un-assignment constraint
- D. Matching criteria

Answer: A

Question: 71

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

- A. wm_manager

- B. wm_qualifier
- C. wm_dispatcher
- D. wm_admin

Answer: A

Question: 72

Which operational role is responsible for scheduling appointments and assigning tasks to agents?

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

Answer: D

Question: 73

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

Answer: B

Question: 74

As it pertains to dynamic scheduling configuration, if you are ranking agents based on the number of parts available in the agent stockroom, which matching criterion should you configure in the task

filters?

- A. Matching Mandatory Parts for Dynamic Scheduling
- B. Matching Agents With Most Parts For Dynamic Scheduling
- C. Matching Skills for Dynamic Scheduling
- D. Matching Skill Level Gap for Dynamic Scheduling

Answer: A

Question: 75

Which operational role can view the calendars of team members to check availability, view the skill

distribution, and create or edit skills of team members?

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

Answer: D

Question: 76

What controls the visibility of the 'Optimize route' option in the more actions menu in the agent card on dispatcher workspace?

- A. UI action
- B. Client script
- C. Business rule
- D. System property

Answer: A

Question: 77

What can customers use on the service portal to view and select available service windows?

- A. Genius bar
- B. Request catalog
- C. Appointment booking
- D. Agent calendar

Answer: C

Question: 78

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

Question: 79

Assuming task-driven process lifecycle is enabled, how many work order tasks are required for a work order request?

- A. At least one task
- B. None are required
- C. At least two tasks
- D. At least three tasks

Answer: A

Question: 80

How do you prevent a task which has been rejected by an agent from being dynamically assigned to the same agent in the next 24 hours?

- A. Configure custom assignment rules
- B. Configure the rejected technician duration system property
- C. Configure unassignment constraints for dynamic scheduling
- D. Configure agent task rejection preferences

Answer: B

Question: 81

Users can be assigned work order tasks and edit these records if they: (Choose two.)

- A. Belong to the Dispatch Group the task is assigned to
- B. Are assigned the wm_edit role
- C. Are assigned the wm_agent role
- D. Belong to the Assignment Group the task is assigned to

Answer: A, D

Question: 82

How are dispatch groups filtered in the lookup?

- A. By Manager
- B. By Group type
- C. By Group members
- D. By Location coverage

Answer: A

Question: 83

Dependencies can only be set for work order tasks in which state?

- A. Approved
- B. Draft
- C. Waiting Approval
- D. Qualified

Answer: B

Question: 84

If geolocation is not enabled, the agent's starting position for a given day defaults to what?

- A. The last task location for each field agent for a given day
- B. The first task location for each field agent for a given day
- C. The agent's home office location
- D. The geographic coordinates returned from the agent's mobile device

Answer: D

Question: 85

Which of the following resources are critical for a successful implementation? (Choose five.)

- A. Chief Executive Officer
- B. Customer Service Agent
- C. Field service manager
- D. Chief Information Officer
- E. Field service agent
- F. System Administrator
- G. Dispatcher
- H. Qualifier

Question: 86

Answer: C, E, F, G, H

Which operational role is responsible for managing field agent skills?

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

Answer: D