# ServiceNow
## CIS-FSM
### ServiceNow Certified Implementation Specialist - Field Service Management

**Questions&AnswersPDF**

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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**

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