



**Free Questions for CIS-FSM by dumpshq**

**Shared by Hale on 15-04-2024**

**For More Free Questions and Preparation Resources**

**Check the Links on Last Page**

## Question 1

---

**Question Type:** MultipleChoice

---

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?

### Options:

---

- 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 2

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

A- kb\_feedback\_task\_metric

B- wm\_agent\_rating

C- com\_feedback

D- asmt\_metric

**Answer:**

---

B

## Question 3

---

**Question Type: MultipleChoice**

---

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

**Options:**

---

- A- wm\_admin
- B- wm\_manager
- C- wm\_qualifier
- D- wm\_dispatcher

**Answer:**

---

D

## Question 4

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

- A- wm\_manager

- B- wm\_qualifier
- C- wm\_dispatcher
- D- wm\_admin

**Answer:**

---

A

## Question 5

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

- A- Task ordering rule
- B- Task filler
- C- Un-assignment constraint

**D-** Matching criteria

**Answer:**

---

A

## Question 6

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

- A-** Field service assignment configuration
- B-** Dynamic scheduling system properties
- C-** Central dispatch configuration
- D-** Dynamic scheduling configuration

**Answer:**

---

D

## Question 7

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

A- 75

B- 100

C- 50

D- 25

**Answer:**

---

C

## Question 8

---

**Question Type: MultipleChoice**

---

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

**Options:**

---

- A- Weighting
- B- Matching criteria
- C- Un-Assignment constraints
- D- Ordering rules
- E- Ranking method

**Answer:**

---

A, B, E

## Question 9

---

**Question Type: MultipleChoice**

---

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



**Options:**

---

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

**Answer:**

---

C

## Question 10

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

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

**Answer:**

---

D

## Question 11

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

- A- Task ranking rules
- B- Ranking method
- C- Distance from task

D- Execution order

**Answer:**

---

B

**To Get Premium Files for CIS-FSM Visit**

**<https://www.p2pexams.com/products/cis-fsm>**

**For More Free Questions Visit**

**<https://www.p2pexams.com/servicenow/pdf/cis-fsm>**

