



Free Questions for CIS-FSM by certscare

Shared by Rich on 26-03-2024

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Question 1

Question Type: MultipleChoice

Which operational role is responsible for managing field agent skills?

Options:

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

Answer:

D

Question 2

Question Type: MultipleChoice

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

Options:

- 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

Answer:

C, E, F, G, H

Question 3

Question Type: MultipleChoice

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

Options:

- 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 4

Question Type: MultipleChoice

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

Options:

A- Approved

B- Draft

C- Waiting Approval

D- Qualified

Answer:

B

Question 5

Question Type: MultipleChoice

How are dispatch groups filtered in the lookup?

Options:

A- By Manager

- B-** By Group type
- C-** By Group members
- D-** By Location coverage

Answer:

A

Question 6

Question Type: MultipleChoice

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

Options:

- 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 7

Question Type: MultipleChoice

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?

Options:

- 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 8

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Question 9

Question Type: MultipleChoice

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

Options:

- 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 10

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 11

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Question 12

Question Type: MultipleChoice

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?

Options:

- A- wm_agent
- B- wm_qualifier

C- wm_dispatcher

D- wm_manager

Answer:

D

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