



ServiceNow CIS-FSM Mock Exam

Shared by Levine on 17-06-2026

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Question 1

Question Type: MultipleChoice

When defining a maintenance schedule, what type of trigger would you use for work to be performed based on time and count?

Options:

- A- Meter and Script
- B- Duration or Meter
- C- Script and Duration
- D- Duration or Script



Answer:

B

Question 2

Question Type: MultipleChoice

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

Options:

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



Answer:

D

Question 3

Question Type: MultipleChoice

Enabling the Use dispatch queue option in the field service assignment configuration allows dispatchers to?

Options:

- 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 4

Question Type: MultipleChoice

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'?

Options:

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



Answer:

A

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Question 6

Question Type: MultipleChoice



What can be used to send articles, notices, and announcements to relevant customers?

Options:

- A- Email notification
- B- Service Portal notification
- C- Targeted communication
- D- SMS Message

Answer:

C

Question 7

Question Type: MultipleChoice



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?

Options:

- A- Time sheet portal
- B- Worker portal
- C- Resource workbench

D- Planning console

Answer:

A



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