



ServiceNow CIS-FSM Practice Questions

Shared by Mayer on 17-08-2026

For More Free Questions and Preparation Resources

Check the Links on Last Page



Question 1

Question Type: MultipleChoice

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

Options:

- 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 2

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Question 3

Question Type: MultipleChoice

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

Options:

- 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 4

Question Type: MultipleChoice

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

Options:

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



Answer:

C

Question 5

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

P2P
exams

Question 6

Question Type: MultipleChoice

When using mandatory skills and dynamic scheduling, which matching criteria should be configured in the dynamic scheduling task filter?

Options:

- 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

P2P
exams

Question 7

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 8

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Question 9

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 10

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Question 11

Question Type: MultipleChoice

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?

Options:

- A- Not Assigned
- B- Unassigned
- C- Reassigned
- D- Assigned

Answer:

A

Question 12

Question Type: MultipleChoice

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

Options:

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

Answer:

D

Question 13

Question Type: MultipleChoice

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

Options:

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

Answer:

C

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>

20%
DISCOUNT

P2P
exams