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**Exam** : **CIS-FSM**

**Title** : ServiceNow Certification  
Implementation Specialist –  
Field Service Management

**Version** : DEMO

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**

2. What field service model is used for maintenance at regular intervals?
- A. Predictive
  - B. Project
  - C. Reactive
  - D. Planned

**Answer: D**

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**

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**

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**