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Question: 1110

Which of the following is an advantage of using a mobile field service app?

- A. Streamlined financial reporting for field service operations.
- B. Improved communication and collaboration among field technicians.
- C. Enhanced data security through encryption and authentication.
- D. Centralized customer relationship management (CRM) capabilities.

Answer: B

Explanation: Using a mobile field service app provides improved communication and collaboration among field technicians. It enables real-time updates, access to job details, and instant sharing of information, leading to enhanced productivity and customer service.

Question: 1111

To improve the accuracy of service delivery, what feature should be implemented in the FSM system regarding customer appointments?

- A. Manual scheduling by dispatchers
- B. Automatic reminders for customers
- C. A calendar view for technicians
- D. Integration with social media for updates

Answer: B

Explanation: Implementing automatic reminders for customers improves service delivery accuracy by reducing no-shows and ensuring customers are prepared for their appointments.

Question: 1112

When creating a reusable work order template, which of the following elements can be included to enhance the qualification process?

- A. Customer satisfaction survey questions.
- B. Pre-defined SLAs and associated tasks.
- C. Historical data from previous work orders.
- D. A list of all potential equipment failures.

Answer: B

Explanation: Including pre-defined SLAs and associated tasks in a work order template ensures that the work order is aligned with service level expectations and operational efficiency.

Question: 1113

A research lab deploying FSM Territory Planning for lab equipment servicing needs to weight territories by equipment criticality scores from CMDB. In the weighting algorithm property, what formula with 'criticality * 2 + distance * 0.5' prioritizes high-score zones in assignment logic?

- A. Configure 'equipFormula: {"calc":"score*2 + km*0.5","useIn":"planning_logic"}'
- B. Set 'cmdbWeight.prop' = 'formula="crit*2 + dist*0.5"; target="high_priority_zones"'
- C. weightAlgo: 'priority = criticality*2 + distance*0.5; applyTo=territory_assign'
- D. Use 'territoryWeight: {eq:"criticality x2 + dist x0.5", mode:"prioritize"}'

Answer: C

Explanation: The weightAlgo property implements the custom formula to elevate criticality in territory assignments, ensuring lab equipment servicing focuses on high-value assets first.

Question: 1114

FSM Dispatch for solar farm installations uses linear asset mapping. A scenario optimizes crew paths along panels. What 'linear_path_optimizer' script, parameter 'panel_spacing=2m', computes routes?

- A. Script: calculatePath({spacing:2, assets: linear_panels});
- B. Function: optimizeCrewRoute(wo, param.panel_spacing=2);
- C. var path = dijkstra(graph, {edge_weight: 'spacing=2m'});
- D. Glide: query linear_asset > sum distances with spacing factor 2m

Answer: B

Explanation: The 'linear_path_optimizer' function takes work order and panel_spacing=2m parameter to compute efficient crew routes using graph algorithms tailored for solar linear assets.

Question: 1115

A fleet management FSM tracks 'EV Charging Cert' expiry via Dashboard widget with PA Indicator sourcing fsm_certification, formula 'COUNT(status=Active) / COUNT(*) * 100'. In audit, widget shows 0% due to date filter. What filter update, using relative, fixes to 90 days?

- A. Source: addQuery('valid_until', '>', gs.daysAgoStart(90));
- B. Filter: valid_untilRELATIVEgte@90@days@
- C. Indicator: formula += ' && now() < valid_until + 90d'
- D. Widget: setRelativeTime('valid_until', '-90d to now')

Answer: B

Explanation: PA Indicators filter fsm_certification with valid_untilRELATIVEgte@90@days@ for upcoming 90 days, ensuring accurate % active in dashboards.

Question: 1116

For a global retail chain deploying FSM Extras, the Territory Planning add-on must be configured to support multi-language territory labels and currency-specific cost projections. In the plugin activation wizard, which hidden parameter via URL query string enables this localization with 'locale=en,fr,es' and 'currency=USD,EUR' for cross-border territories?

- A. Use 'plugin.sys_id=territory_extras&i18n=enabled&codes=EN,FR,ES;USD,EUR'
- B. Activate with 'glide.localize=true&langs=en-fr-es&fx=USD-EUR' in wizard URL
- C. Set 'multiTerrConfig?localeArray=["en","fr","es"]&cyMap={"USD":"EUR"}'
- D. ?sysparm_addon=territory_planning¶ms=locales=en,fr,es|currencies=USD,EUR

Answer: D

Explanation: Appending the sysparm_addon URL parameter with locale and currency arrays during activation configures the Territory Planning add-on for multilingual support and localized cost projections, essential for accurate planning in international retail operations.

Question: 1117

In ServiceNow, what is the significance of setting work order priorities correctly?

- A. It determines the financial success of the service team
- B. It ensures that all work orders are completed by the end of the month
- C. It reduces the number of technicians needed
- D. It helps allocate resources to meet customer expectations

Answer: D

Explanation: Setting work order priorities correctly helps allocate resources effectively to meet customer expectations, ensuring that critical tasks are addressed in a timely manner.

Question: 1118

In disaster recovery FSM, a subflow triggered by fm_work_order state='emergency' provisions temporary stock from 'backup_stockroom' via integration with inventory API. The flow uses 'IntegrationHub' activity with parameters from work_order 'required_parts' JSON. What error handler in the flow retries up to 3 times if API returns 429, logging to syslog?

- A. Use 'Wait for Response' with timeout, on timeout log error.
- B. Script: try { var resp = RESTMessageV2(); resp.execute(); } catch(e) { if (e.code == 429 && retry < 3) { retry++; sleep(2^retry * 1000); } else { gs.error('API Error: ' + e); } }
- C. Flow: If error, set variable retry_count ++; If retry_count < 3, loop back.
- D. Integration Activity: Endpoint=inventory_api, Input=JSON.parse(current.required_parts); Retry Policy: On 429, max 3, backoff exponential; On Error: Log to syslog with message 'Stock provision failed for WO \${current.number}';

Answer: D

Explanation: The IntegrationHub activity sends required_parts JSON to the API, with built-in retry on 429 (rate limit) up to 3 times using exponential backoff, and error logging to syslog including work order number, ensuring resilient stock provisioning in disaster FSM.

Question: 1119

Which of the following is a benefit of using a field service management system for customer communication?

- A. Enhanced visibility into field technician performance.
- B. Streamlined allocation and scheduling of resources.
- C. Centralized customer information and communication tracking.
- D. Improved accuracy and completeness of work order documentation.

Answer: C

Explanation: A benefit of using a field service management system for customer communication is centralized customer information and communication tracking. The system consolidates customer communications, including emails, messages, and call logs, providing a centralized repository for all customer interactions. This enables efficient and accurate communication tracking, ensuring that customer inquiries and requests are addressed promptly and consistently.

Question: 1120

A technician is required to complete a series of tasks that involve multiple systems. What integration should be prioritized to streamline their workflow?

- A. Integration with the customer relationship management (CRM) system
- B. Integration with the inventory management system
- C. Integration with the financial system for billing
- D. Integration with the HR system for employee records

Answer: A

Explanation: Integrating with the customer relationship management (CRM) system streamlines the technician's workflow by providing necessary customer information and history, enhancing service quality and efficiency.

Question: 1121

A field service provider in the telecom industry is implementing a new FSM solution. What is the most critical aspect to consider for successful implementation?

- A. The aesthetic design of the user interface
- B. The scalability of the solution to accommodate future growth
- C. The number of features included in the initial rollout
- D. The availability of third-party integrations

Answer: B

Explanation: Scalability is crucial for accommodating future growth and changing business needs, ensuring the FSM solution remains effective over time.

Question: 1122

Which module in ServiceNow Field Service Management allows customers to request field service assistance?

- A. Incident Management
- B. Change Management
- C. Service Catalog
- D. Problem Management

Answer: C

Explanation: The Service Catalog module in ServiceNow Field Service Management allows customers to request field service assistance. It provides a user-friendly interface where customers can submit service requests, track the status of their requests, and communicate with field service agents.

Question: 1123

What should a field service manager do to prevent technicians from being assigned to service locations outside their designated territories?

- A. Implement a location approval process
- B. Use the territory assignment feature in ServiceNow
- C. Manually review technician assignments
- D. Restrict location visibility in the system

Answer: B

Explanation: Using the territory assignment feature in ServiceNow prevents technicians from being assigned to service locations outside their designated territories, ensuring compliance with geographic boundaries.

Question: 1124

A technician needs to escalate a work order due to unforeseen complications. What is the

most effective way to document this escalation in ServiceNow?

- A. Change the status of the work order to "Escalated."
- B. Add a comment to the work order.
- C. Create a new work order for the escalation.
- D. Notify the customer about the escalation.

Answer: A

Explanation: Changing the status of the work order to "Escalated" allows for proper tracking and management of the situation within ServiceNow, ensuring all stakeholders are informed.

Question: 1125

In an advanced SAP FSM integration for preventive maintenance, work orders trigger IDOC output (WMTORD) for stock transfers, but partial confirmations cause inventory discrepancies. The Integration Hub spoke uses 'SAP ECC IDOC Listener'. What configuration in the IDOC segment filter ensures full transfer validation?

- A. Use 'Conditional Processing' in Flow Designer: query SAP via RFC for stock balance post-IDOC receipt.
- B. Enable 'Validation Script' in the Listener: `if (segments.E1WMTORDCON.QUAN <= 0) { return false; } else { sendToFSM(); }`
- C. Configure 'Error Segment' mapping to reject if 'MATDOC' status != 'Posted' and retry via scheduled job.
- D. Set filter on E1BPWHSTOCKTRANSFERSITEM to require 'CONF_QTY' == 'REQ_QTY' before processing.

Answer: A

Explanation: Configuring Conditional Processing in Flow Designer to query SAP stock balance via RFC after IDOC receipt validates full transfers, updating FSM inventory accurately and preventing discrepancies from partial confirmations in preventive maintenance workflows.

Question: 1126

FSM Work Orders for renewable energy farms use templates with embedded risk assessments. In a wind turbine blade repair scenario, risk scores > 8 trigger additional safety tasks. What template configuration in the work_order_template form, with 'risk_threshold=8' in the questionnaire script, auto-generates tasks?

- A. Template: Add Questionnaire > Script Step: if (calculateRisk() > 8) {
template.addTask('safety_briefing'); }
- B. In fm_work_order_template: u_risk_script = "var score = ...; if (score > 8)
generateTasks([{name:'blade_inspection', mandatory:true}]);"
- C. Workflow: Template Activation > Evaluate Risk > If >8 > Insert Task Records via
'auto_gen_safety'
- D. Questionnaire Config: post-submit script: threshold=8; if (exceeds) { var taskGR =
new GlideRecord('fm_task_template'); /* copy to wo */ }

Answer: B

Explanation: The work_order_template record includes a custom u_risk_script field with logic to calculate the score and, if greater than 8, call generateTasks to add mandatory safety tasks like 'blade_inspection', ensuring risk-based enhancements during template instantiation.

Question: 1127

A manufacturing firm sets up stockrooms in ServiceNow FSM with nested hierarchies for regional warehouses and sub-stockrooms, where replenishment rules must propagate min/max quantities from parent to child based on demand forecasts from the Predictive Intelligence plugin. In a scenario processing 300 parts, a configuration error leads to over-replenishment in child stockrooms ignoring parent caps. Which advanced stock rule parameter and scheduled job modification enforces hierarchical propagation while capping total inventory at 150% of parent max?

- A. Set stock_rule.propagate_to_child = true and modify Stock Rule Runner to include a GlideAggregate sum on child quantities before triggering.
- B. Use the 'Inherit thresholds' option on child stockrooms and edit the scheduled job script to query parents with max(quantity) * 1.5 condition.
- C. Configure alm_stock_rule.hierarchy_cap = 1.5 and add a before-insert script to calculate parent max * 1.5 via dot-walking in the job.
- D. Enable com.snc.stockroom.propagation.active and include if (child_qty > parent_max * 1.5) gs.eventQueue() in the rule runner.

Answer: C

Explanation: Nested stockroom hierarchies in FSM use alm_stock_rule.hierarchy_cap parameter set to 1.5 to enforce caps during propagation, combined with a before-insert script in the Stock Rule Runner job that dot-walks to parent max values, preventing over-replenishment and aligning with demand forecasts for optimal inventory control.

Question: 1128

What is the purpose of creating skill records in ServiceNow FSM?

- A. To ensure technicians are matched to tasks based on their capabilities.
- B. To track the availability of technicians for scheduling.
- C. To define user permissions for accessing the FSM module.
- D. To manage the inventory of tools and equipment.

Answer: A

Explanation: Skill records are used to match technicians to tasks based on their capabilities, ensuring that only qualified personnel are assigned to specific jobs.

Question: 1129

What should be the primary focus when creating a work order template for emergency repairs?

- A. Detailed instructions for all technicians.
- B. Streamlined information gathering to expedite service.
- C. Comprehensive historical data on previous incidents.
- D. A checklist of all possible repairs.

Answer: B

Explanation: The primary focus should be on streamlined information gathering to expedite service, as emergency repairs require quick action and efficient processes.

Question: 1130

During the implementation of FSM, a company wants to synchronize asset data from their ERP system (e.g., SAP) into ServiceNow. What is the most effective method to ensure that asset information is up-to-date and reflects the current status?

- A. Use ServiceNow's built-in import set functionality to load data periodically
- B. Create a manual process for data entry by the asset management team
- C. Schedule an export from SAP and import into ServiceNow every week
- D. Implement a real-time API integration between SAP and ServiceNow

Answer: D

Explanation: A real-time API integration allows for continuous synchronization of asset data between SAP and ServiceNow, ensuring that any changes in the ERP system are immediately reflected in FSM, thus maintaining data integrity.

Question: 1131

What is the role of a field service management system's customer portal?

- A. To generate financial reports for field service operations.
- B. To provide customers with self-service access and interaction with service processes.
- C. To automate the creation of work orders for service tasks.
- D. To track and manage field technician work schedules.

Answer: B

Explanation: The role of a field service management system's customer portal is to provide customers with self-service access and interaction with service processes. The customer portal allows customers to submit service requests, view appointment details, track the status of their requests, access documentation or knowledge resources, and communicate with the service provider, offering convenience and empowering customers to actively participate in the service experience.

Question: 1132

In a multinational telecommunications firm deploying ServiceNow FSM, technicians report intermittent failures during on-site router replacements where asset history from the CMDB is not surfacing in the Mobile Agent app, despite the FSM Asset record being linked to a `cmdb_ci_network_gear` CI via the standard 'ci' reference field. The configuration includes an active Identification and Reconciliation Engine (IRE) rule set with a reconciliation priority of 100 for the 'model_id' attribute, but duplicate CIs are detected during IRE scans. What is the most likely cause of this integration failure, and what specific command should be executed in the Script Debugger to diagnose the IRE reconciliation process for the affected asset's `sys_id`?

- A. Missing business rule on `fsm_asset` insert/update; activate the 'Create CI on Asset Insert' business rule via System Definition > Business Rules with condition `current.state.changesTo(3)`
- B. IRE rule conflicts due to overlapping attribute weights; use `gs.info('IRE Debug: ' + gr.getUniqueValue())` on the `cmdb_ci_network_gear` GlideRecord to log reconciliation scores
- C. CMDB transform map misconfiguration for FSM assets; query the IRE rules with

GlideAggregate on cmdb_rel_ci where parent.sys_id = asset_ci_sys_id to count duplicate relations

D. Incorrect lifecycle stage mapping between FSM Asset and CI; set the 'install_status' field to 1 on cmdb_ci via background script: `var ci = new GlideRecord('cmdb_ci'); ci.get('sys_id'); ci.install_status = 1; ci.update();`

Answer: B

Explanation: The scenario describes a classic IRE reconciliation issue where duplicate CIs prevent proper linking, causing asset history not to propagate to the FSM Mobile app during field operations. Overlapping attribute weights in IRE rules (e.g., 'model_id' prioritized at 100) can lead to ties in reconciliation scores, resulting in no single CI being selected as authoritative. To diagnose, execute the `gs.info` logging command in the Script Debugger on the relevant GlideRecord to output reconciliation scores, revealing if scores are equal across duplicates, confirming the conflict. This allows targeted adjustment of weights in the IRE rule set under CMDB > IRE Rules to ensure unique resolution, maintaining data integrity for FSM asset-CMDB integration without disrupting ongoing scans.

Question: 1133

In an enterprise FSM rollout for oil and gas rig maintenance, a transform map script on the fm_dispatch table imports legacy dispatch data, mapping 'legacy_status' to 'state' while applying a conditional lookup to set 'dispatch_method' based on whether the source 'travel_time' exceeds 2 hours, pulling from a custom 'dispatch_rules' table. What setValue call in the script, using source field mapping, correctly sets 'dispatch_method' to 'priority_air' if travel_time > 7200 seconds?

- A. `if (source.u_travel_time > 7200) { var rule = new GlideRecord('dispatch_rules'); rule.addQuery('threshold', '>', source.u_travel_time); rule.query(); if (rule.next()) { target.dispatch_method = 'priority_air'; } } else { target.dispatch_method = 'ground'; }`
- B. `target.state = mapField('legacy_status'); if (source.travel_time > 7200) { target.setDisplayValue('dispatch_method', 'priority_air'); } target.update();`
- C. `var travel = parseInt(source.u_travel_time); if (travel > 7200) { target.dispatch_method.setDisplayValue('priority_air'); } target.setValue('dispatch_method', travel > 7200 ? 'priority_air' : 'standard');`
- D. `if (source.u_travel_time > 7200) { target.dispatch_method = 'priority_air'; } target.state = source.legacy_status == 'sent' ? 'dispatched' : 'pending';`

Answer: D

Explanation: The script directly maps legacy_status to state with a conditional ternary for

common values, and uses a simple if-statement on the integer `travel_time` (in seconds) to set `dispatch_method` to 'priority_air' for long-haul rig dispatches, ensuring imported data aligns with FSM's dispatch workflow without unnecessary queries.



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