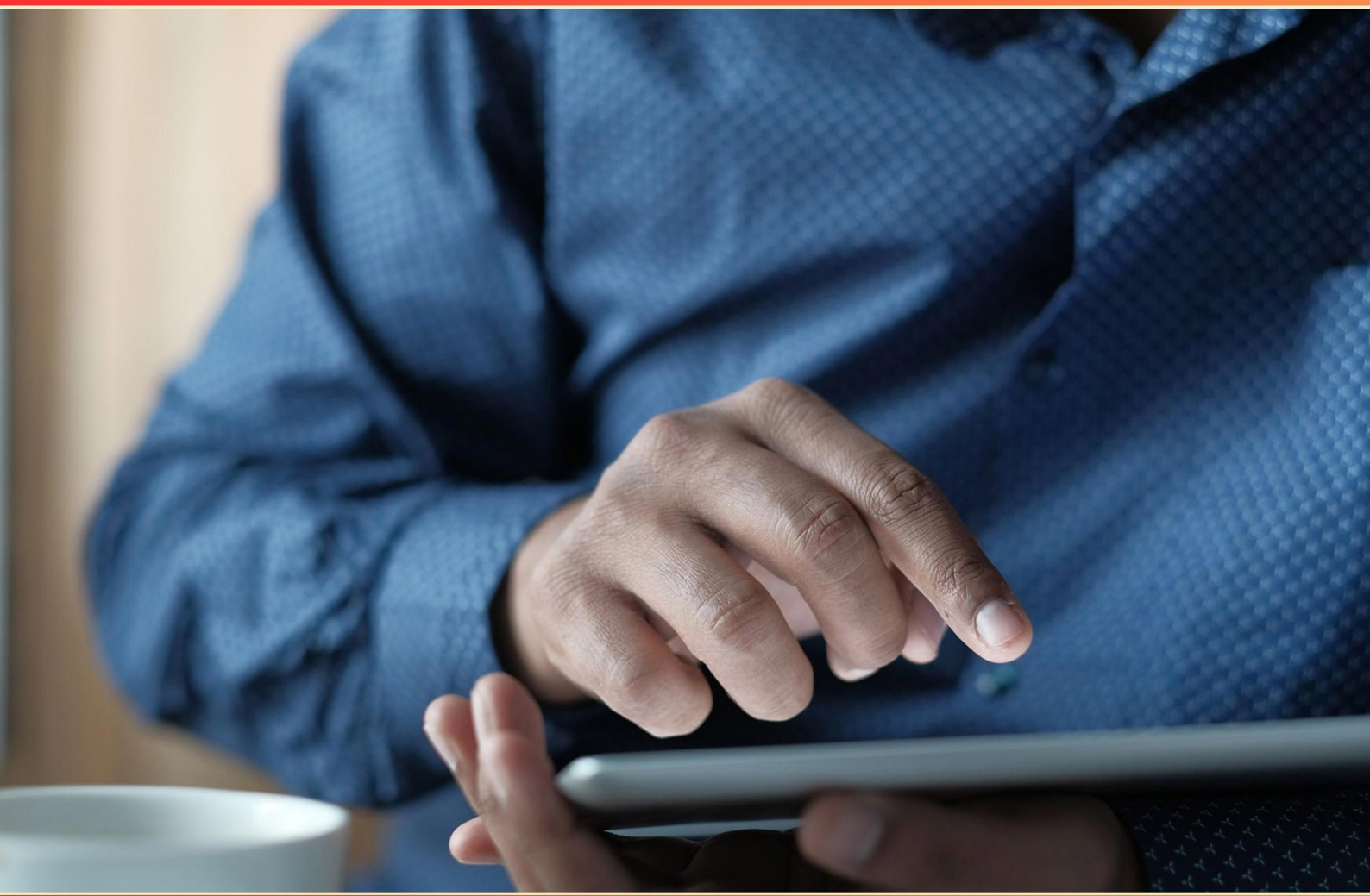
SERVICENOW FIELD SERVICE MANAGEMENT (FSM) – PARIS PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. Which term refers to the repository of best practices in FSM?

A. Knowledge base

B. Training materials

C. FSM best practice library

D. Policy repository

2. Which feature enables you to record time spent on tasks day-to-day and submit the timesheet in a single action?

A. Geolocation

B. Time Sheet Portal

C. Task route cannot be optimized

D. Auto-routing and auto-dispatch

3. Which option defines the maximum hours per week that can be added to a timesheet?

A. Weekly cap

B. Hours per week limit

C. Maximum hours per week

D. Per-week limit

4. Which of the following is NOT a default FSM rate card option?

A. FSM Rate Card (Default)

B. FSM Rate Card Task Work (Billable)

C. FSM Rate Card Work OT (Billable)

D. Default Labor Rate Cards

5. Which plugin extends the Time Card Management app to FSM and requires FSM and Time Recording for Field Service plugins?

A. Time Sheet Portal

B. Time recording

C. Rate Type field

D. Google Maps API for Business

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6. Which concept describes the structure where all locations attach to a parent location except the top-level locations?

A. Territory management hierarchy

B. Territory management

C. Predictive

D. Projects

7. Which of the following is a task rejection reason?

A. Schedule conflict

B. Weather delay

C. Budget overrun

D. Client change

8. When running dynamic scheduling for a subset of tasks, what is the recommended maximum number of tasks?

A. 50 or less tasks

B. 100 tasks

C. 10 tasks

D. Any number of tasks

9. Which table is given as an example where a copied matching criterion can be configured for use?

A. Case table

B. Asset table

C. Configuration Item table

D. Work order task table

10. Which solution is used when importing problematic data to transform the source rather than scripts?

A. Source Transformation

B. Fix Scripts

C. Enable state flows

D. Auto close case on work order closure

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Answers

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1. C
2. B
3. C
4. D
5. B
6. A
7. A
8. A
9. D
10. A

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Explanations

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1. Which term refers to the repository of best practices in FSM?

A. Knowledge base

B. Training materials

C. FSM best practice library

D. Policy repository

In FSM, the repository that collects proven, reusable approaches for field service processes is the FSM best practice library. It's a curated set of recommended workflows, configurations, templates, and playbooks that teams can adopt to achieve consistent, efficient deployments across lots of scenarios—dispatch patterns, work order templates, mobile guidance, data models, and more. Using this library helps ensure implementations are aligned with industry-standard methods and reduces the risk of ad-hoc, inconsistent setups. Knowledge base stores articles and how-tos for solving issues or explaining concepts, training materials are resources for learning how to use the system, and a policy repository holds governance or organizational rules. None of these are specifically the go-to place for proven, repeatable field service methods like the FSM best practice library.

2. Which feature enables you to record time spent on tasks day-to-day and submit the timesheet in a single action?

A. Geolocation

B. Time Sheet Portal

C. Task route cannot be optimized

D. Auto-routing and auto-dispatch

Recording time spent on tasks day-to-day and submitting it in one action is handled by the Time Sheet Portal. This feature provides a dedicated interface for technicians to log hours against their tasks, often on a daily basis, and then submit the entire timesheet with a single action for approval. It streamlines time entry, supports quick mobile access, and consolidates multiple task hours into one submission, reducing back-and-forth and delays. Geolocation isn't about time entry and submission; it tracks location. The routing and dispatch options relate to assigning work rather than recording hours. Auto-routing and auto-dispatch focus on task assignment, not how time is captured or submitted.

3. Which option defines the maximum hours per week that can be added to a timesheet?

A. Weekly cap

B. Hours per week limit

C. Maximum hours per week

D. Per-week limit

Maximum hours per week is the setting that enforces a hard cap on weekly time entries. It explicitly defines the upper bound of hours that can be added to a timesheet in any given week, protecting against over-allocation and helping align with labor rules or project budgets. The other terms are informal ways people might describe the same idea, but the precise phrasing used in the system is the one that conveys the actual limit. When someone tries to enter more than this limit, the system prevents it or prompts for adjustment, ensuring consistent time tracking across work orders and calendars.

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4. Which of the following is NOT a default FSM rate card option?

A. FSM Rate Card (Default)

B. FSM Rate Card Task Work (Billable)

C. FSM Rate Card Work OT (Billable)

D. Default Labor Rate Cards

In FSM, rate cards determine how labor is billed for field service tasks. The system ships with a default base rate card, plus specific rate cards for billable task work and for billable overtime work. These three cover the common billing scenarios you'll see out of the box. A label like "Default Labor Rate Cards" doesn't correspond to one of these built-in defaults; it sounds like a general category rather than a single, predefined rate card used by the system for automatic billing. So it isn't a default rate card option, while the other three are. You can still create and assign custom rate cards if you need different pricing, but the standard defaults are the base, task work (billable), and work OT (billable).

5. Which plugin extends the Time Card Management app to FSM and requires FSM and Time Recording for Field Service plugins?

A. Time Sheet Portal

B. Time recording

C. Rate Type field

D. Google Maps API for Business

Plugin dependencies determine how Time Card Management is extended into Field Service Management. The Time recording plugin adds FSM-specific time recording capabilities to Time Card Management, effectively extending its functionality to support field service work. It requires both the Field Service Management (FSM) plugin and the Time Recording for Field Service plugin to be present for it to function properly. Without this plugin, the Time Card Management setup won't include the FSM-specific time recording features. The other options don't provide this extension: Time Sheet Portal is mainly a UI component for timesheet submission, Rate Type field is a data attribute used in rate calculations, and Google Maps API for Business is for location mapping and doesn't enable FSM integration with Time Card Management.

6. Which concept describes the structure where all locations attach to a parent location except the top-level locations?

A. Territory management hierarchy

B. Territory management

C. Predictive

D. Projects

The concept described is territory management hierarchy. In Territory Management, locations are organized in a tree where each location (node) is connected to a single parent location, forming levels beneath top-level locations that have no parent. This structure lets you model geographic or business units in a scalable way, enabling accurate routing, assignment, and data rollups up through the hierarchy. For example, a city would attach to a state, which attaches to a region, and the top-level regions have no parent. The other terms don't define this hierarchical parent–child arrangement, so the hierarchy best fits the described structure.

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7. Which of the following is a task rejection reason?

A. Schedule conflict

B. Weather delay

C. Budget overrun

D. Client change

When deciding whether a task can be declined, the reason should reflect the technician's ability to take on the work. A schedule conflict directly shows the technician has another commitment at the task time, so they cannot accept it. That makes it a clear, actionable rejection reason that helps dispatch reassign or adjust timing. Weather delay describes an external condition that can block work but isn't the act of declining the task itself; budget overrun is a project-wide issue, and a client change is a shift in scope, not a personal refusal to perform the assigned job.

8. When running dynamic scheduling for a subset of tasks, what is the recommended maximum number of tasks?

A. 50 or less tasks

B. 100 tasks

C. 10 tasks

D. Any number of tasks

Dynamic scheduling scales with the size of the task set, so keeping the subset small helps the optimizer run quickly and return usable results. Limiting to fifty tasks or fewer minimizes the search space the scheduler must explore—considering assignments, travel times, skills, and due dates—so you get timely dispatch decisions without long wait times or timeouts. If you have more tasks, break them into smaller batches or pre-filter by region, skill, or priority before running the optimization, then combine the results.

9. Which table is given as an example where a copied matching criterion can be configured for use?

A. Case table

B. Asset table

C. Configuration Item table

D. Work order task table

In Field Service Management, matching criteria are reusable rules that determine how the system finds a suitable resource or asset for a work item. Being able to copy a matching criterion allows you to reuse established logic without recreating it from scratch, ensuring consistent behavior across related items. The work order task table is the best example here because tasks within a work order are the actionable pieces you schedule and dispatch. Having a copied matching criterion available for use on these tasks lets you apply the same resource- or asset-finding rules to individual tasks, or tailor and reuse them across multiple tasks, enabling per-task assignment and efficient dispatch. The other tables—Case, Asset, and Configuration Item—represent different data domains and aren't the typical context used to illustrate copying and reusing a matching criterion.

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10. Which solution is used when importing problematic data to transform the source rather than scripts?

A. Source Transformation

B. Fix Scripts

C. Enable state flows

D. Auto close case on work order closure

Transforming data at import time is the approach used when the incoming data is inconsistent or needs normalization. Source Transformation lets you apply rules to the incoming data in the Import Set's Transform Map, transforming the source values before they are mapped to the target fields. This is ideal for problematic data because you can standardize formats, clean up typos, convert date formats, map aliases, or derive correct values without writing scripts. The result is data that already fits the target schema as it enters the system, reducing the need for post-import fixes. The alternative of Fix Scripts would require writing custom code to adjust data during the transform, which is more maintenance-heavy. The other options relate to FSM workflows or case handling and aren't about transforming data during import.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://servicenowfsmparis.examzify.com

We wish you the very best on your exam journey. You've got this!

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