

ServiceNow Field Service Management (FSM) - Paris Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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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.

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!

Questions

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- 1. Which system property, when enabled, allows a technician to have multiple tasks scheduled at the same time?**
 - A. Double Booking**
 - B. Dispatch Grouping**
 - C. Un-Assignment Constraints**
 - D. Qualification Grouping**

- 2. To enable the mandatory skills feature for dynamic scheduling, which system property must be enabled?**
 - A. Enable dynamic scheduling feature flag**
 - B. enable the work.management.use.mandatory.skills system property**
 - C. Set a per-task flag on WO Task**
 - D. Require manual skills override**

- 3. Task Filter Execution Order is described as: Ranked from lowest to highest Execution Order. Which statement best describes its ordering?**
 - A. Ranked from highest to lowest Execution Order**
 - B. Execution Order is random**
 - C. Ranked from lowest to highest Execution Order**
 - D. Based on alphabetical order of task names**

- 4. What does Maturity Level 2 - Transform include?**
 - A. Maturity Level 1 - Modernize**
 - B. Trend analysis (PA), IoT automation of WO from monitoring**
 - C. Geolocation and scheduling only**
 - D. Field reps' input**

- 5. Which statement best describes the distance-based matching data points used in the system?**
 - A. Only Task latitude and longitude are used**
 - B. Only Agent latitude and longitude is used**
 - C. Only LocationFromTask script is used**
 - D. Task latitude/longitude, Agent latitude/longitude, and LocationFromTask script include are used**

- 6. In ServiceNow FSM, what does the system use to determine the best travel route?**
- A. External mapping service such as Google Maps**
 - B. Built-in time and distance estimates based on latitude and longitude**
 - C. User-provided estimates only**
 - D. Static distance values from the task database**
- 7. The route calculation uses which inputs to estimate travel time and distance?**
- A. Street addresses only**
 - B. Postal codes only**
 - C. City names only**
 - D. Latitude and longitude**
- 8. What is the name of the app designed for field agents and dispatchers?**
- A. Field Agent Pro**
 - B. Dispatch Console**
 - C. Agent Mobile**
 - D. Field Mobile App**
- 9. What does Maturity Level 1 - Modernize focus on?**
- A. Trend analysis and IoT automation**
 - B. Maturity Level 2 - Transform**
 - C. Improve Field Agent task Mgmt, Geolocation, Automate scheduling**
 - D. Company**
- 10. Work notes are required to close or cancel a request or task when which states are set?**
- A. Open and In Progress**
 - B. Close, Complete or Cancel**
 - C. Draft**
 - D. Publish**

Answers

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

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Explanations

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1. Which system property, when enabled, allows a technician to have multiple tasks scheduled at the same time?

- A. Double Booking**
- B. Dispatch Grouping**
- C. Un-Assignment Constraints**
- D. Qualification Grouping**

The idea being tested is how the scheduler can relax its rules about assigning work to a technician. When Un-Assignment Constraints is enabled, the system stops enforcing the restriction that a technician can only have one active task at a time. This allows multiple tasks to be scheduled for the same technician at overlapping times, enabling concurrent work or tighter schedules when that overlap is acceptable. This is the direct control for concurrency in scheduling. The other options don't enable overlapping work: Dispatch Grouping is about organizing tasks for dispatch, not about how many tasks a single tech can handle at once; Qualification Grouping is about matching tasks to technicians based on skills; and Double Booking is more of a result or description of overlapping schedules rather than the system property that enables it.

2. To enable the mandatory skills feature for dynamic scheduling, which system property must be enabled?

- A. Enable dynamic scheduling feature flag**
- B. enable the work.management.use.mandatory.skills system property**
- C. Set a per-task flag on WO Task**
- D. Require manual skills override**

The feature is controlled at the system level by a property that enables mandatory skills for dynamic scheduling. Turn on work.management.use.mandatory.skills to enforce that a resource must possess all required skills before being scheduled to work. This global setting ensures the scheduling engine consistently applies the rule across all work orders, rather than relying on per-task flags or manual overrides. The other options don't enable this global enforcement. A dynamic scheduling feature flag might enable the overall scheduling capability but won't specifically switch on the mandatory-skills policy. Setting a flag on an individual Work Order Task would not enable the policy system-wide, and requiring manual skills override relates to how conflicts are handled rather than enabling the mandatory-skills check itself.

3. Task Filter Execution Order is described as: Ranked from lowest to highest Execution Order. Which statement best describes its ordering?

- A. Ranked from highest to lowest Execution Order**
- B. Execution Order is random**
- C. Ranked from lowest to highest Execution Order**
- D. Based on alphabetical order of task names**

In this concept, the Execution Order is a numeric value that determines the sequence in which filters are applied. Smaller numbers mean earlier execution, so the system processes filters in ascending order. That makes the description “ranked from lowest to highest Execution Order” the correct one. Understanding this helps you predict how task filtering will behave: a filter with a lower value runs first and can narrow down results before higher-valued filters are evaluated. For example, if one filter has a lower Execution Order than another, it will be applied first, shaping which tasks remain for the next filter. The other possibilities don’t fit because a higher-to-lower order would reverse the intended sequence, a random order would be unpredictable, and ordering by task name would ignore the Execution Order value entirely.

4. What does Maturity Level 2 - Transform include?

- A. Maturity Level 1 - Modernize**
- B. Trend analysis (PA), IoT automation of WO from monitoring**
- C. Geolocation and scheduling only**
- D. Field reps' input**

Transform at this maturity level centers on turning data and connected devices into proactive, automated field service workflows. It brings trend analysis and predictive analytics into play to anticipate issues before they become failures, and uses IoT monitoring to automatically trigger or create work orders, so technicians can be dispatched without manual input. This goes beyond simple geolocation and scheduling or relying on field reps’ input, and represents moving from basic modernization to data-driven automation that continually improves service delivery.

5. Which statement best describes the distance-based matching data points used in the system?

- A. Only Task latitude and longitude are used**
- B. Only Agent latitude and longitude is used**
- C. Only LocationFromTask script is used**
- D. Task latitude/longitude, Agent latitude/longitude, and LocationFromTask script include are used**

Distance-based matching hinges on accurately measuring how far a task is from each technician, so you need both sides of the distance calculation and a reliable way to resolve the task’s location. This means using the task’s latitude/longitude to know where the job is, the agent’s latitude/longitude to know where the technician is, and a script that reliably provides the task location (LocationFromTask script include). Together, they ensure the system can compute distances and rank technicians for the best match. Using only one side or only a script without coordinates wouldn’t let you perform the proximity calculation needed for effective matching.

6. In ServiceNow FSM, what does the system use to determine the best travel route?

- A. External mapping service such as Google Maps**
- B. Built-in time and distance estimates based on latitude and longitude**
- C. User-provided estimates only**
- D. Static distance values from the task database**

The routing in ServiceNow FSM is driven by internal time and distance estimates that are calculated from the latitude and longitude of the resources (technicians) and the service tasks. This lets the system evaluate travel times and distances between locations and then optimize the sequence of visits to minimize total travel time (or distance) while respecting constraints like skills, schedules, and work windows. Using these built-in estimates keeps routing fast, consistent, and independent of external map services. Why this fits best: relying on internal estimates for routing avoids external dependencies and potential inconsistencies from third-party maps, and it supports scalable, automated optimization. Relying on user-provided estimates or static distances would be inflexible and prone to error, and external mapping services aren't what the FSM routing logic relies on to determine the best path.

7. The route calculation uses which inputs to estimate travel time and distance?

- A. Street addresses only**
- B. Postal codes only**
- C. City names only**
- D. Latitude and longitude**

Precise location coordinates are what route calculations rely on to estimate travel time and distance. Latitude and longitude pin down the exact point on the map for both the starting point and the destination, allowing the routing engine to trace the correct road network, measure the distance along the chosen path, and apply typical speeds for each road segment to compute time. Street addresses, postal codes, or city names are too coarse on their own because they can map to many possible points within a street, district, or area. This ambiguity would lead to unreliable distance and time estimates. In practice, an address is usually converted to coordinates (geocoded) first, but the fundamental need is the precise lat/long to ensure accurate routing.

8. What is the name of the app designed for field agents and dispatchers?

- A. Field Agent Pro**
- B. Dispatch Console**
- C. Agent Mobile**
- D. Field Mobile App**

Agent Mobile is the mobile app used by field agents in ServiceNow Field Service Management. It provides the on-the-go access field technicians need to view their assigned work orders, update statuses, add notes, capture photos, and sync data with dispatch. This is the official mobile experience for agents in the Paris release. Dispatchers don't use this app; they work through the Dispatch Console, which is a web/desktop interface for planning and coordinating work. The other option names don't reflect the branded agent mobile app, so they aren't the correct choice.

9. What does Maturity Level 1 - Modernize focus on?

- A. Trend analysis and IoT automation**
- B. Maturity Level 2 - Transform**
- C. Improve Field Agent task Mgmt, Geolocation, Automate scheduling**
- D. Company**

Maturity Level 1 - Modernize focuses on strengthening the way field work is executed on the ground. It aims to make field operations more efficient by improving how tasks are managed for field agents, using geolocation to better track and assign work, and automating scheduling to reduce delays and optimize who does what and when. This foundational shift is about making everyday field activities smoother and more reliable. That's why improving Field Agent task management, geolocation, and automated scheduling best fits Level 1 Modernize. The other options point to capabilities more aligned with higher maturity stages or unrelated areas: trend analysis and IoT automation imply advanced analytics and device integration; Transform refers to a later maturity level; and the option about "Company" doesn't describe a focused field-service capability.

10. Work notes are required to close or cancel a request or task when which states are set?

- A. Open and In Progress**
- B. Close, Complete or Cancel**
- C. Draft**
- D. Publish**

Work notes are required when a record reaches a final stage in its lifecycle. In ServiceNow FSM, the states that denote completing or ending work are Close, Complete, or Cancel. Changing the request or task to any of these final states signals that the work is finished or terminated, so the system enforces documenting what was done and why. This creates a traceable audit trail, helps with handoffs and future references, and supports accurate reporting. The other states—Open, In Progress, Draft, and Publish—represent ongoing work or drafting stages, so they don't trigger the requirement to capture closure notes.

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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