



# Free Questions for **CIS-FSM** by **braindumpscollection**

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## Question 1

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**Question Type:** MultipleChoice

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As it pertains to dynamic scheduling system properties, what is the recommended maximum number of tasks that can be selected when running dynamic scheduling manually?

**Options:**

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A- 40

B- 20

C- 30

D- 50

**Answer:**

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D

## Question 2

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**Question Type:** MultipleChoice

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When configuring dynamic scheduling, what can you use or create to identify specific lists of tasks?

**Options:**

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- A- Schedules
- B- Assignment filters
- C- Task filters
- D- Agent filters

**Answer:**

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C

## Question 3

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**Question Type: MultipleChoice**

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If you are using auto-routing or auto-dispatch, what must be set in system properties for precise time estimates?

**Options:**

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- A- Latitude and longitude for Google Maps API
- B- Private Key and Client ID for Google Maps API
- C- Geocoding for Google Maps API
- D- Distance Matrix for Google Maps API

**Answer:**

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A

## Question 4

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**Question Type: MultipleChoice**

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When you book an appointment, the timezone of appointment slots will be displayed based on? (Choose two.)

**Options:**

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- A- The location where the appointment for the task is scheduled

- B-** Timezone that is specified in the user contact record
- C-** The Timezone of the available agent
- D-** The location of the available agent

**Answer:**

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B, C

## Question 5

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**Question Type:** MultipleChoice

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When configuring an appointment booking record producer, what must be enabled in order to display the appointment selection widget on the record producer?

**Options:**

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- A-** Work order templates
- B-** Appointment booking service
- C-** Appointment booking variable set

**D-** Catalog definition

**Answer:**

---

C

## Question 6

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**Question Type: MultipleChoice**

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What can be used to send articles, notices, and announcements to relevant customers?

**Options:**

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**A-** Email notification

**B-** Service Portal notification

**C-** Targeted communication

**D-** SMS Message

**Answer:**

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C

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