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Version: 4.0

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 Manswer: B Question: 2 What field service model is used for maintenance at regular intervals? A. Predictive B. Project C. Reactive D. Planned Question: 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 Question: 4	Question: 1	
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E. Awaiting Qualification Answer: E		
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	Question: 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

Question: 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

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