

# ServiceNow Field Service Management (FSM) Fundamentals Training

*COURSE CONTENT*

## GET IN TOUCH



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## About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

## About Course

ServiceNow Field Service Management (FSM) Fundamentals training offered by Multisoft Systems is designed to equip participants with the essential skills needed to effectively manage and coordinate field services using the ServiceNow platform.

## **Module 1: Introduction to Field Service Management**

- ✓ Welcome to Field Titans!
- ✓ Field Service Management Overview
- ✓ ServiceNow Field Service Management Infographic
- ✓ Field Service Management Personas and Roles
- ✓ ServiceNow Field Service Management Process

## **Module 2: Work Order Initiation**

- ✓ Work Order Initiation at Field Titans
- ✓ Workflow States
- ✓ Work Order Initiation Process

## **Module 3: Work Order Qualification**

- ✓ Work Order Qualification at Field Titans
- ✓ Work Order Qualification Process

## **Module 4: Scheduling and Dispatch**

- ✓ Work Order Scheduling and Dispatch at Field Titans
- ✓ Scheduling and Dispatch Personas and Key Features
- ✓ Scheduling and Team Management
- ✓ Scheduling and Dispatch Management

## **Module 5: Delivery and Confirmation**

- ✓ Work Order Delivery and Confirmation at Field Titans
- ✓ Delivery and Confirmation Personas and Key Features
- ✓ Field Service Agents Infographic
- ✓ Review and Perform Tasks - Desktop
- ✓ Review and Perform Tasks - Mobile
- ✓ Time Reporting for Field Service

## Module 6: Analyze and Improve

- ✓ Analysis and Improvement at Field Titans
- ✓ Field Service Reporting and Performance Analytics Overview

## Module 7: Field Service Management Process Simulator

- ✓ Instance Help
- ✓ Field Service Management (FSM) Fundamentals Simulator - Introduction
- ✓ Initiation: Create a Work Order using a Work Order Template
- ✓ Initiation: Create a Work Order without using a Work Order Template
- ✓ Qualification: Qualify Work Order Tasks
- ✓ Scheduling and Dispatch: Dispatch Work Order Tasks
- ✓ Delivery and Confirmation: Accept, Start Work, Record Time, and Close Tasks