



ServiceNow

Exam Questions CAS-PA

ServiceNow Certified Application Specialist - Performance Analytics Exam

NEW QUESTION 1

What role is required to create personal targets and thresholds for users who can view an indicator on the Analytics Hub?

- A. pa_viewer
- B. pa_target_admin
- C. pa_threshold_admin
- D. No role

Answer: D

Explanation:

On the Analytics Hub, no roles are required to create personal targets and thresholds. A threshold or a target can be personal or global.

A personal threshold or target is visible only to the user that created it.

A personal threshold appears as a light grey dotted line. A personal target appears as a dark line.

Personal thresholds and targets appear only on the Analytics Hub and KPI Details but not on widgets.

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/pa-targets-thresholds.html>

NEW QUESTION 2

What does anti-signal indicate in KPI Signals?

- A. No signal has been detected
- B. Long-term stability
- C. Abnormal variation in the scores of a KPI
- D. A workflow has changed

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/concept/signal-no-signal-anti-signal.html>

NEW QUESTION 3

Which of the following can you do when you set a target for an indicator on the Analytics Hub? (Choose three.)

- A. Set the improvement as a percentage.
- B. Set a review date on which to consider updating the target.
- C. Set the threshold as an improvement on the average score.
- D. Set a start date in the future.

Answer: ABD

Explanation:

You can set target values for indicators. When you set a target for an indicator on the Analytics Hub, you can now do the following:

* Set a start date in the future.

* Set a review date on which to consider updating the target.

* Set the target as an improvement on the average score or on the previous target. You can set the improvement as a percentage.

You can have the targets apply only to specific breakdown elements and time series. The target starts to apply at a selected date and continues to apply until you set the next target.

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/pa-targets.html>

NEW QUESTION 4

What data update settings can you enable for a single score visualisation to update the score in real-time?

- A. Background refresh interval (minutes)
- B. Show score update time
- C. Real time update
- D. Live refresh date (seconds)

Answer: C

Explanation:

Enabling ??Real time update?? from the data update settings updates a single score visualisation in real-time.

??Show score update time?? shows the timestamp of when the score was last updated. ??Background refresh interval (minutes)?? shows how often, in minutes, the landing page refreshes the visualisation if you have navigated away from it.

With ??Live refresh rate (seconds)??, you can choose the frequency in non-decimal seconds to have a single score reporting widget refresh. If set at '0', the score does not refresh.

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/concept/single-score.html>

NEW QUESTION 5

Which of the following statements are true about creating User Experience filters? (Choose three.)

- A. Only users with the admin role can create User Experience filters.
- B. For filters to work in workspaces, you must configure an event handler to apply the filters.
- C. The filter you create in the Now Experience UI Builder is available in all workspaces.
- D. A single filter can be used across all visualisations in a workspace.

Answer: ABD

Explanation:

You can create a single filter for use across all the visualisations in a workspace. Creating User Experience filters requires admin access. The filter you create is available in the workspace in which you created it. For filters to work in workspaces, you must configure an event handler to apply the filters. Reference:<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/administer/workspace/task/create-user-exp-filters.html>

NEW QUESTION 6

Which of the following styling options is NOT available with the data visualisation component configuration in workspaces?

- A. Sort on categories in bar, pie, and donut visualisations based on table data sources.
- B. Set default, palette, or single colour options for data display.
- C. Change score sizes of single score visualisations.
- D. Create a new visualisation type with predefined styling.

Answer: D

Explanation:

The data visualisation component configuration adds more options and an enhanced user interface. You can configure new visualisations in Workspace from tables and indicators using the Data Visualisation configuration. From the UI Builder, you can add visualisations to your landing page based on Performance Analytics and Reporting data. Configure a new visualisation by dragging the Data Visualisation configuration icon onto the Stage pane. The following styling options are added in the Quebec release:

- * Show or hide a visualisation component header on a landing page, along with its label and icons.
- * Change score sizes of single score visualisations.
- * Set default, palette, or single colour options for data display.
- * Sort on categories in bar, pie, and donut visualisations based on table data sources.
- * Define data label positions and show labels that overlap on bar visualisations. Creating a new visualisation type is not an available styling option.

Reference:<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/task/create-visualization.html>

NEW QUESTION 7

Which of the following are suggested when you type in a query on Analytics Q&A? (Choose three.)

- A. Recent searches
- B. Tables and columns
- C. Breakdowns
- D. Indicators

Answer: ABD

Explanation:

When you use Analytics Q&A, the suggestions from previous searches are now shown together with the suggested indicators, tables, and columns. As you type in a query, Analytics Q&A suggests recent searches, indicators, tables, and columns that match what you have typed so far. Only the tables and columns to which you have access are shown. If Analytics Q&A cannot determine which table you want, it shows you up to three likely tables. Reference:<https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/analytics-q-and-a.html>

NEW QUESTION 8

Which of the following visualisation types allow you to add multiple data sources of the same type in the UI Builder? (Choose two.)

- A. Single Score
- B. Time Series
- C. Pie and donuts
- D. Bars

Answer: BC

Explanation:

You can add multiple data sources of the same type for time series (including Area, Column, Line, Stepline, and Spline) and bar (including Horizontal bar and Vertical bar) visualisations. Reference:<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/concept/time-series-visualizations.html>

NEW QUESTION 9

How do you create and associate breakdowns on the breakdown source form?

- A. By selecting the 'New' button on the 'Breakdowns' related list
- B. From the 'Additional actions' menu
- C. From the 'Create Breakdowns' related link
- D. By adding multiple 'Facts tables' under the Source tab

Answer: A

Explanation:

A breakdown source is defined as a set of records from a table or database view or as a bucket group. Multiple breakdowns can use the same breakdown source. Breakdown sources specify which unique values, called breakdown elements, a breakdown contains. Breakdown source records have a related list that lists the breakdowns that are based on that source. You can create a breakdown by selecting the 'New' button while in this list. The list works like the Indicators list on indicator source records. Other options in this question do not exist on the breakdown source form. After you create breakdowns that use this source, these breakdowns are listed in the Breakdowns tab. Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/task/t_DefiningABreakdownSource.html

NEW QUESTION 10

What 'related lists' are available on the formula indicator form? (Choose three.)

- A. Targets
- B. Contributing Indicators
- C. Breakdowns
- D. Signals

Answer: ABC

Explanation:

Here are the available related lists on the baseline configuration when navigating to the Formula Indicators form: Breakdowns, Contributing Indicators, Time series exclusions, Targets, Thresholds, and Diagnostic Results.

??Signals?? is not an out-of-the-box related list on the Formula Indicators form.

Use the Contributing indicators related list to navigate to the indicators used in the formula or their indicator sources. If you include another formula indicator in the formula, both that indicator and its contributing indicators are listed.

Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/task/t_CreateAFormulaIndicator.html

NEW QUESTION 10

How does KPI Signals support notifications?

- A. By forwarding email notifications
- B. By automated signal detection jobs
- C. Through regular back-ups
- D. By setting auto-reply responses

Answer: B

Explanation:

To support notifications, the KPI Signals application provides automated signal detection jobs. For formula indicators, you can modify the jobs to line up with the data collection jobs for the contributing indicators.

The KPI Signals application includes jobs that detect signals automatically. These jobs run so responsible users can be notified of new signals without opening the application. The job for signals on formula indicators requires scheduling.

When you view an indicator in KPI Details and open the KPI Signals panel, that indicator is checked for signals. You, therefore, always have the most up-to-date signals. However, the KPI Signals application also has automated signal detection jobs. These jobs send notifications about signals to subscribed users without them having the application open.

Reference:<https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/concept/administering-kpi-signals-jobs.html#administering-kpi-signals-jobs&version=quebec>

NEW QUESTION 15

What calendar type can you use to analyse scores using time periods?

- A. Team Calendar
- B. Maintenance Calendar
- C. Custom Business Calendar
- D. On-Call Calendar

Answer: C

Explanation:

Analyse scores using time periods from a custom business calendar instead of only the standard calendar.

When you are creating an Indicator Source, you can select either the standard calendar or a business calendar defined on the instance.

If you use a business calendar, you can create data collection jobs that run on the Business Calendar: Entry start or Business Calendar: Entry end times.

If you select a business calendar, you have the Calendar Frequency field. This field is required. The business calendar you selected determines the range of available frequencies.

(Optional) If you have configured this indicator source to use a business calendar, set the number of periods to retain scores and snapshots and find seasonal patterns.

Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/c_IndicatorSources.html

NEW QUESTION 17

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