

## Exam Questions CAS-PA

ServiceNow Certified Application Specialist - Performance Analytics Exam

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### NEW QUESTION 1

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 2

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 3

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

### NEW QUESTION 4

What role or access do users need to act on a signal to reset a baseline or dismiss a signal?

- A. Responsible users without workspace access
- B. Users with the admin role
- C. pa\_admin
- D. or pa\_kpi\_signal\_admin role without being a responsible user
- E. Only users with the admin role
- F. Users irrespective of their level of responsibility

**Answer:** B

#### Explanation:

Users with the admin, pa\_admin, or pa\_kpi\_signal\_admin role can reset a baseline or dismiss a signal without being a responsible user.

Users with other roles must become responsible users to take such actions. These users also need a role that gives them access to a relevant workspace.

You can assign responsibility for KPI Signals for a KPI to yourself or someone else. You can also unassign responsibility.

Reference:<https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/concept/kpi-signals-responsible-users.html>

#### NEW QUESTION 10

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