

ServiceNow

Exam Questions CAS-PA

ServiceNow Certified Application Specialist - Performance Analytics Exam



NEW QUESTION 1

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 2

What is an easy way for a responsible user to get real-time updates on the signals for a particular KPI?

- A. Monitoring the signal score on a dashboard
- B. Receive email notifications
- C. Schedule a report for the signal data
- D. D.Manually check the KPI doe signals

Answer: B

Explanation:

As a responsible user, you can receive email notifications about new or unresolved signals, anti-signals, or any actions taken on signals.

You can configure how frequently you get these reminders and the maximum number of reminders to get for a signal.

You no longer have to open KPI Signals and manually check each KPI for signals. Scheduling a report for the signal data does not provide real-time updates.

Manually check the KPI for signals and monitoring the signal score on a dashboard requires the user to constantly check for the updates without a pause, which is not easy.

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

NEW QUESTION 3

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 4

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 newvisualisation 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 5

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 6

Which of the following can be used across all the visualisations in a workspace?

- A. Signal
- B. Dashboard Builder
- C. Studio
- D. User Experience filter

Answer: D

Explanation:

Create a single User Experience filter for use across all the visualisations in a workspace. 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 7

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 8

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 9

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 10

What condition do you use on the Elements Filter record for the ??Groups?? Breakdown Source to get only groups that had an incident assigned to them?

- A. By adding 'itil' to the Roles necessary to see the filter
- B. By adding 'Incident->Assignment group' to the Related List Conditions
- C. By adding 'itil' type to the 'Conditions'
- D. By selecting 'Incident [incident]' for the Facts table

Answer: B

Explanation:

When you create an element filter, you can include conditions on a related field in a different table than the breakdown source table. Element filters enable you to limit the displayed breakdown elements on an Analytics Hub or widget using filter conditions, including personalised visuals. You can select an element filter when viewing breakdowns on an Analytics Hub or configuring a breakdown widget. For example, you could create an element filter on the Groups breakdown source, which uses the Group [sys_user_group] table. If you added a related list condition on Incident [incident]->Assignment group, you would get only groups that had an incident assigned to them. If this condition included [[Created][on][Last 6 Months]], you would get groups that were assigned an incident that was created within the last six months.
Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/c_BreakdownElementFilters.html

NEW QUESTION 10

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