

Exam Questions CAS-PA

ServiceNow Certified Application Specialist - Performance Analytics Exam

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NEW QUESTION 1

What option on the breakdown source record helps provide views into whether you need to create additional breakdowns or adjust data values?

- A. Security type
- B. Related List Conditions
- C. Label for unmatched
- D. Run Diagnostics

Answer: C

Explanation:

When you select an indicator as the data source, you can filter the results by breakdown and breakdown element.

If you have the 'Label for unmatched' field defined on the breakdown source for a selected breakdown, this label appears in your choice of Elements.

Select the label to display scores that do not match any of the elements.

This option helps provide views into whether you need to create additional breakdowns or adjust data values.

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

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 4

How are responsible users reminded when a signal remains unresolved?

- A. Via Virtual Agent
- B. Via Connect Chat
- C. By email notification
- D. By text message

Answer: C

Explanation:

As a responsible user, you receive email reminders about signals that have not been resolved.

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

Responsible users get email notifications about the following:

* New signals

* Unresolved signals

* Actions to resolve signals

* 'Anti-signals,' which indicate that a KPI is long-term stable

Even responsible users without workspace access get these email notifications.

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/task/configure-signal-notifications.html>

NEW QUESTION 5

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 6

Which system property enables an administrator to allow specified user roles to select

- A. glide.knowman.search.apply_role_based_security
- B. par_vis_config.data_source.can_select_indicator
- C. com.snc.pa.dc.max_row_count_indicator_source
- D. glide.source_control.checksum_required

Answer: B

Explanation:

par_vis_config.data_source.can_select_indicator property specifies roles (comma-separated) which can select indicators as data sources from the Data Visualisation configuration panel. If empty, all users can select the indicator sources that they have access to.

Type: string

Default value: empty

Location: System Property [sys_properties] table com.snc.pa.dc.max_row_count_indicator_source property sets the maximum number of rows allowed to be fetched from an Indicator Source. glide.source_control.checksum_required property allows you to enable optional checksum validations and sanitisations.

glide.knowman.search.apply_role_based_security property honours read access to knowledge bases or articles specified for roles if set to true. If false, it enables specified user criteria to override read access specified for roles.

Reference: https://docs.servicenow.com/bundle/quebec-platform-administration/page/administer/reference-pages/reference/r_AvailableSystemProperties.html

NEW QUESTION 7

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 8

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 9

Which of the following are true statements about configuring pie, donut, and single score visualisations in workspaces?

- A. Data labels are shown as only percentages, as values, or as both.
- B. Legend percentages are shown along with values.
- C. The metric label name is displayed near the metric value.
- D. Set gradient, texture, or no colour options for data display.

Answer: ABC

Explanation:

A pie visualisation shows how individual pieces of data relate to the whole using a circle to represent the whole.

A Donut visualization shows how individual pieces of data relate to the whole using a donut shape to represent the whole.

Single score visualisations display a single, key business value or current aggregate indicator score. You can set a score to update in real-time.

The following enhancements are made to pie, donut, and single score visualisations in the

Quebec release:

* The metric label name is displayed near the metric value.

* Legend percentages are shown along with values.

* Data labels are shown as only percentages, as values, or as both. Gradient, texture, or no colour are not valid colour options for data display.

You can set 'default', 'colour palette' and 'fixed element colour' for pie and donut visualisations, and 'default' and 'single colour' for single score visualisations.

Reference:<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/concept/pie-donut-visualizations.html#pie-donut-visualizations>

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

What related list in the formula indicator record is used to navigate to the indicators used in the formula or to their indicator sources?

- A. Breakdowns
- B. Contributing Indicators
- C. Indicator Groups
- D. Managed Sources

Answer: B

Explanation:

Formula indicator records now include a 'Contributing indicators' related list.

Use this 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 11

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