Exam Questions CAS-PA

ServiceNow Certified Application Specialist - Performance Analytics Exam

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NEW QUESTION 1
How should an admin activate the KPI Signals?

A. Raise a ServiceNow Support (HI) request
B. Request from the ServiceNow Store
C. It is active by default
D. Activate the sn-kpi-signals plugin

Answer: C

Explanation:
You no longer have to activate the KPI Signals (com.snc.pa.kpi_signals) plugin. It is active by default.
If you do not want this feature, request a Now Platform administrator to set the property com.snc.pa.activate_kpi_signals to false. Because this property does not exist by default, the administrator must add it.
If you reactivate KPI Signals, signal detection resumes from the time you originally deactivated the feature, not from the time you reactivated it.
Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for- workspace/concept/process-behavior-charts-for-kpis.html

NEW QUESTION 2
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 3
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 4
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 5

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 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
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 8
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 10
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