

## CAS-PA Dumps

# ServiceNow Certified Application Specialist - Performance Analytics Exam

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**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 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 3**

Which of the following data update settings for single score visualisations shows the timestamp of when the score was last updated?

- A. Show score update time
- B. Real time update
- C. Background refresh interval (minutes)
- D. Follow filters

**Answer: A**

**Explanation:**

??Show score update time?? shows the timestamp of when the score was last updated. ??Follow filters?? set for a workspace page. When enabled, the visualisation displays on a workspace with the filters set by the page. Toggle off to disable a visualisation from accepting any filter input.

??Background refresh interval (minutes)?? shows how often, in minutes, the landing page refreshes the visualisation if you have navigated away from it.

??Real time update?? updates score in real-time.

Reference:<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/concept/single-score.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 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 6**

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 7**

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 8**

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 9**

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

**NEW QUESTION 10**

Which of the following items can you view without the pa\_viewer role if the indicator and breakdown ACLs are respected? (Choose two.)

- A. Diagnostic Results
- B. KPI Details
- C. Analytics Hub
- D. Widget Statistics

**Answer:** BC

**Explanation:**

You can rely less on roles and more on access control lists (ACLs) to secure Performance Analytics.

On new instances, you no longer need the pa\_viewer role to view the following items. Instead, indicator and breakdown ACLs are respected:

- \* Analytics Hub
- \* Text Analytics widgets
- \* KPI Details
- \* Breakdowns on workbench widgets

Performance Analytics widgets: In general, Performance Analytics widgets follow indicator and breakdown ACLs.

Targets and Thresholds: On the Analytics Hub, no roles are required to create personal targets and thresholds.

Reference:<https://docs.servicenow.com/bundle/quebec-release-notes/page/release-notes/analytics-intelligence-reporting/performance-analytics-rn.html>

**NEW QUESTION 10**

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