

# ServiceNow

## Exam Questions CAS-PA

ServiceNow Certified Application Specialist - Performance Analytics Exam



#### 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

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

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 4

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 5

Which of the following statements are true about creating User Experience filters? (Choose three.)

- A. Only users with the admin role can create User Experience filters.
- B. For filters to work in workspaces, you must configure an event handler to apply the filters.
- C. The filter you create in the Now Experience UI Builder is available in all workspaces.
- D. A single filter can be used across all visualisations in a workspace.

**Answer:** ABD

**Explanation:**

You can create a single filter for use across all the visualisations in a workspace. Creating User Experience filters requires admin access. 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 6**

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

**NEW QUESTION 7**

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

**NEW QUESTION 10**

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