



# CAS-PA<sup>Q&As</sup>

Certified Application Specialist – Performance Analytics

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### 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

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/concept/signal-no-signal-anti-signal.html>

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### QUESTION 2

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

Correct Answer: B

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

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### QUESTION 3

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.

Correct Answer: ABD

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. However, you can set a review date on which to reconsider

the target.

Reference:<https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/pa-targets.html>

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#### QUESTION 4

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

Correct Answer: A

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)

## QUESTION 5

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.

Correct Answer: ABC

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>