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QUESTION 1

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

Correct Answer: D

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>

QUESTION 2

What role or access do users need to act on a signal to reset a baseline or dismiss a signal?

- A. Responsible users without workspace access
- B. Users with the admin, pa_admin, or pa_kpi_signal_admin role without being a responsible user
- C. Only users with the admin role
- D. Users irrespective of their level of responsibility

Correct Answer: B

Users with the admin, pa_admin, or pa_kpi_signal_admin role can reset a baseline or dismiss a signal without being a responsible user. Users with other roles must become responsible users to take such actions. These users also need a role that gives them access to a relevant workspace. You can assign responsibility for KPI Signals for a KPI to yourself or someone else. You can also unassign responsibility.

Reference:<https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/concept/kpi-signals-responsible-users.html>

QUESTION 3

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 `\\'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

QUESTION 4

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

Correct Answer: B

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

QUESTION 5

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

Correct Answer: C

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

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