



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

Certified Application Specialist – Performance Analytics

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### QUESTION 1

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 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)

### QUESTION 3

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>

### QUESTION 4

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.

Correct Answer: D

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>

## QUESTION 5

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