



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

Certified Application Specialist – Performance Analytics

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### QUESTION 1

What is an easy way for a responsible user to get real-time updates on the signals for a particular KPI?

- A. Monitoring the signal score on a dashboard
- B. Receive email notifications
- C. Schedule a report for the signal data
- D. Manually check the KPI for signals

Correct Answer: B

As a responsible user, you can receive email notifications about new or unresolved signals, anti-signals, or any actions taken on signals.

You can configure how frequently you get these reminders and the maximum number of reminders to get for a signal.

You no longer have to open KPI Signals and manually check each KPI for signals. Scheduling a report for the signal data does not provide real-time updates. Manually check the KPI for signals and monitoring the signal score on a dashboard

requires the user to constantly check for the updates without a pause, which is not easy.

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

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### QUESTION 2

Which system property enables an administrator to allow specified user roles to select indicators as data sources from the Data Visualisation Configuration panel?

- A. glide.knowman.search.apply\_role\_based\_security
- B. par\_vis\_config.data\_source.can\_select\_indicator
- C. com.snc.pa.dc.max\_row\_count\_indicator\_source
- D. glide.source\_control.checksum\_required

Correct Answer: B

par\_vis\_config.data\_source.can\_select\_indicator property specifies roles (comma-separated) which can select indicators as data sources from the Data Visualisation configuration panel. If empty, all users can select the indicator sources that they have access to. Type: string

Default value: empty

Location: System Property [sys\_properties] table com.snc.pa.dc.max\_row\_count\_indicator\_source property sets the maximum number of rows allowed to be fetched from an Indicator Source. glide.source\_control.checksum\_required property



allows you to enable optional checksum validations and sanitisations.

glide.knowman.search.apply\_role\_based\_security property honours read access to knowledge bases or articles specified for roles if set to true. If false, it enables specified user criteria to override read access specified for roles.

Reference: [https://docs.servicenow.com/bundle/quebec-platform-administration/page/administer/referencepages/reference/r\\_AvailableSystemProperties.html](https://docs.servicenow.com/bundle/quebec-platform-administration/page/administer/referencepages/reference/r_AvailableSystemProperties.html)

### QUESTION 3

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

Correct Answer: BC

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>

### 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

Correct Answer: C

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-forworkspace/task/configure-signal-notifications.html>

## QUESTION 5

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.



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

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