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QUESTION 1

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.

Correct Answer: ABD

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

QUESTION 2

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 newvisualisation 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.

Change soore sizes of single score visualisations

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*
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 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
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

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QUESTION 4

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.

 $Reference: https://docs.servicenow.com/bundle/quebec-now- intelligence/page/use/performance-analytics/concept/c_IndicatorSources.html \\$

QUESTION 5

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 \\'itil\\' 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



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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.

 $Reference: https://docs.servicenow.com/bundle/quebec-now- intelligence/page/use/performance-analytics/concept/c_BreakdownElementFilters.html\\$

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