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**QUESTION 1**

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

QUESTION 2

What data update settings can you enable for a single score visualisation to update the score in real-time?

- A. Background refresh interval (minutes)
- B. Show score update time
- C. Real time update
- D. Live refresh date (seconds)

Correct Answer: C

Enabling `Real time update` from the data update settings updates a single score visualisation in real-time.

`Show score update time` shows the timestamp of when the score was last updated. `Background refresh interval (minutes)` shows how often, in minutes, the landing page refreshes the visualisation if you have navigated away from it. With

`Live refresh rate (seconds)`, you can choose the frequency in non-decimal seconds to have a single score reporting widget refresh. If set at `0`, the score does not refresh.



Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/concept/single-score.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>

QUESTION 4

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 5

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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