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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 \\'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

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

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 3

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. D.Manually check the KPI doe 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

QUESTION 4

How should an admin activate the KPI Signals?

A. Raise a ServiceNow Support (HI) request

B. Request from the ServiceNow Store

C. It is active by default

D. Activate the sn-kpi-signals plugin

Correct Answer: C

You no longer have to activate the KPI Signals (com.snc.pa.kpi_signals) plugin. It is active by default.

If you do not want this feature, request a Now Platform administrator to set the property com.snc.pa.activate_kpi_signals to false. Because this property does not exist by default, the administrator must add it.

If you reactivate KPI Signals, signal detection resumes from the time you originally deactivated the feature, not from the time you reactivated it.

Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for- workspace/concept/process-behavior-charts-for-kpis.html

QUESTION 5

Which of the following data update settings for single score visualisations shows the timestamp of when the score was last updated?

A. Show score update time

B. Real time update

C. Background refresh interval (minutes)

D. Follow filters

Correct Answer: A

`Show score update time\\' shows the timestamp of when the score was last updated. `Follow filters\\' set for a workspace page. When enabled, the visualisation displays on a workspace with the filters set by the page. Toggle off to disable a

visualisation from accepting any filter input.

`Background refresh interval (minutes)\\' shows how often, in minutes, the landing page refreshes the visualisation if you have navigated away from it.

`Real time update\\' updates score in real-time.

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

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