



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

Certified Application Specialist – Performance Analytics

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**QUESTION 1**

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.

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**

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)

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**QUESTION 3**

Which of the following are suggested when you type in a query on Analytics QandA? (Choose three.)

- A. Recent searches
- B. Tables and columns
- C. Breakdowns
- D. Indicators

Correct Answer: ABD

When you use Analytics QandA, the suggestions from previous searches are now shown together with the suggested indicators, tables, and columns. As you type in a query, Analytics QandA suggests recent searches, indicators, tables, and

columns that match what you have typed so far. Only the tables and columns to which you have access are shown.

If Analytics QandA cannot determine which table you want, it shows you up to three likely tables.

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/analytics-q-and-a.html>

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**QUESTION 4**

How does KPI Signals support notifications?

- A. By forwarding email notifications
- B. By automated signal detection jobs
- C. Through regular back-ups
- D. By setting auto-reply responses

Correct Answer: B

To support notifications, the KPI Signals application provides automated signal detection jobs. For formula indicators, you can modify the jobs to line up with the data collection jobs for the contributing indicators.

The KPI Signals application includes jobs that detect signals automatically. These jobs run so responsible users can be notified of new signals without opening the application. The job for signals on formula indicators requires scheduling.

When you view an indicator in KPI Details and open the KPI Signals panel, that indicator is checked for signals. You, therefore, always have the most up-to-date signals. However, the KPI Signals application also has automated signal

detection jobs. These jobs send notifications about signals to subscribed users without them having the application open.

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/concept/administering-kpi-signals-jobs.html#administering-kpi-signals-jobsandversion=quebec>

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## 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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