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QUESTION 1

What role is required to create personal targets and thresholds for users who can view an indicator on the Analytics Hub?

- A. pa_viewer
- B. pa_target_admin
- C. pa_threshold_admin
- D. No role

Correct Answer: D

On the Analytics Hub, no roles are required to create personal targets and thresholds. A threshold or a target can be personal or global. A personal threshold or target is visible only to the user that created it. A personal threshold appears as a

light grey dotted line. A personal target appears as a dark line.

Personal thresholds and targets appear only on the Analytics Hub and KPI Details but not on widgets.

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/pa-targets-thresholds.html>

QUESTION 2

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>

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>

QUESTION 4

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>

QUESTION 5

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>

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