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QUESTION 1

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>

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

QUESTION 3

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 4

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 5

What option on the breakdown source record helps provide views into whether you need to create additional breakdowns or adjust data values?

- A. Security type
- B. Related List Conditions
- C. Label for unmatched
- D. Run Diagnostics

Correct Answer: C

When you select an indicator as the data source, you can filter the results by breakdown and breakdown element.

If you have the '\\Label for unmatched\\' field defined on the breakdown source for a selected breakdown, this label appears in your choice of Elements. Select the label to display scores that do not match any of the elements. This option helps

provide views into whether you need to create additional breakdowns or adjust data values.

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/task/create-visualization.html>

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