Certified Application Specialist: Performance Analytics (CAS: PA) - Test 4 - Results

Return to review
Chart
Pie chart with 4 slices.
End of interactive chart.
Attempt 1
All knowledge areas
All questions
Question 1: **Incorrect**
Which statements are true about Responsive Dashboards?

Choose 3 answers

- **Any user with a role can create and share Responsive Dashboards**

  (Correct)

- **Responsive Dashboards are slower than non-Responsive Dashboards**

  (Incorrect)

- **Responsive Dashboards require that you apply a preconfigured layout**

  (Incorrect)

- **Responsive Dashboards allow to drag and move Widgets in order to resize them**

  (Correct)

- **Responsive Dashboards are more customizable and perform better than Homepages**

  (Correct)

Question 2: **Incorrect**
What are the variables that can be used in a Performance Analytics script?

Choose 2 answers

- **score_start**

(Correct)

- **score_end**

  (Correct)

- **sys_created_on**

  (Incorrect)

- **collection_job_end**

  (Incorrect)

- **collection_job_start**

Question 3: **Correct**

What is the most common usage of formula in creating formula indicators?

Select 3 answers from the below options.

- **Combine data from different applications**

  (Correct)

- **Calculate ratios and percentages**

  (Correct)

- **Generate a seasonal forecast based on a best-fit function**
- **Build predictive indicators based on historical performance**

  (Correct)

Question 4: **Incorrect**

As a good practice, which account should you run Data Collection as?

- **System Administrator**

  (Incorrect)

- **A dedicated one**

  (Correct)

- **Your own**
- **maint**

Question 5: **Incorrect**

Among the provided options, which visualization types permit you to include multiple data sources of the same type in the UI Builder?

Select 2 answers from the below options.

- **Time Series**

  (Correct)

- **Pie and donuts**

  (Incorrect)

- **Single Score**
- **Bars**

  (Correct)

Question 6: **Incorrect**
How are Additional conditions of an Indicator evaluated during Data Collection?
- **Additional conditions are not available on Indicators. All conditions are defined in the Indicator Source.**
- **Additional conditions are used to narrow the results obtained from the already processed Indicator Source.**

  (Correct)

- **Additional conditions override Source conditions.**

  (Incorrect)

- **Additional conditions are evaluated at the same time as the Indicator Source conditions.**

Question 7: **Incorrect**
What is the purpose of Field during the Breakdown Mapping configuration?
- **Defines the Facts table field used to map the Breakdown to Indicators**

  (Correct)

- **Provides filtering of the Breakdown Elements**
- **Identifies the field that contains a unique value for every record in the Facts table**

  (Incorrect)

- **Provides security for the Breakdown values based on user permissions**

Question 8: **Incorrect**

As a recommended practice, how should Historical Collection be set up to run?

- **Daily**

  (Incorrect)

- **Weekly**
- **Once or On Demand**

  (Correct)

- **Monthly**

Question 9: **Incorrect**

You have the following configuration:

- Two Indicators based on the same Indicator Source

- No configured Breakdowns

- Collection job that includes the above Indicators configured as follows:

-- Relative start: 30 days ago

--Relative end: 1 day aggo

-- Run: Daily

Based on the above, how many times is the database queried during job execution?

- **60**
- **30**

  (Incorrect)

- **1**
- **Not enough information provided**

  (Correct)

Question 10: **Incorrect**

Which of the subsequent functionalities are furnished by the Usage component within the Admin Console?

Choose 3 answers

- **How many new users are using the Knowledge Base**

  (Incorrect)

- **How many scores are added weekly**

  (Correct)

- **The slowest running job**
- **How many tables have existing reports against them**

  (Correct)

- **The most common visualization in reporting**

  (Correct)

Question 11: **Incorrect**
Which of the given options would you choose to allow the pa_admin role to create and edit Metric Definitions?
- **Share the specific Metric Definition with the pa_admin**
- **pa_admins already have rights to all metric tables**

  (Incorrect)

- **Grant the admin role to the pa_admin user**
- **Grant the metric admin role to the pa_admin user**

  (Correct)

Question 12: **Incorrect**
What are the Access Control options that come by default when creating a new Indicator?
- **Visible to Everyone, Visible by All Roles is False, role required is pa_admin**
- **Visible to Just Me, Visible by All Roles is False**
- **Visible to Just Me, Visible by All Roles is False, role required is pa.admin**

  (Incorrect)

- **Visible to Everyone, Visible by All Roles is True**

  (Correct)

Question 13: **Incorrect**
Which of the following best describes Performance Analytics Spotlight?

- **A calculated score based on the weighting of several conditions**

  (Correct)

- **A visualization of an indicator score to display on a dashboard**

  (Incorrect)

- **A view of the process data captured over a period of time**
- **A view of the record priority at the current time**

Question 14: **Correct**
What does the Spotlight group define?

- **The data to evaluate and the weight threshold needed**

  (Correct)

- **The data to evaluate and the weight target needed**
- **The score of a record as the total weight from all applicable criteria**
- **The total score from all applicable criteria**

Question 15: **Incorrect**
What fields are analyzed when using Text Analytics?

- **All audit fields on all records**
- **All String fields on all records**
- **Short (less than 100 characters) String fields on all records**

  (Incorrect)

- **Configured String fields from Indicator sources that have scores collected**

  (Correct)

Question 16: **Incorrect**
Who has the responsability to manage data collection job and sources but he does not create Dashboards or Dashboard content?

- **PA Target Admin**
- **PA Power User**
- **PA Contributior**
- **PA Data Collector**

  (Correct)

- **PA Viewer**

(Incorrect)

Question 17: **Incorrect**

Who has the responsability to create Thresholds in the Analytics Hub?

- **PA Administrator**
- **PA Data Collector**

(Incorrect)

- **PA Contributor**
- **PA Threshold Admin**

(Correct)

- **PA Viewer**

Question 18: **Incorrect**

What are some additional options you can specify when sharing Reports?

Choose 2 answers

- **If you belong to report_global, you can share any report shared with your group**
- **If you belong to report_group, you can share any report shared with everyone**
- **If you belong to report_group, you can share any report shared with you or with a group you belong to**

(Correct)

- **If you belong to report_admin you can share any report with everyone or with Groups and Users**

(Correct)

- **If you belong to report_global, you can edit any report shared with you or with a group you belong to**

(Incorrect)

Question 19: **Incorrect**

Which must true when using Snapshot to evaluate Spotlight records?

- **The Main Indicator is a Daily Indicator**
- **Then Main Indicator is a Formula Indicator**

(Incorrect)

- **The Main Indicator and all Criteria Indicators have record collection enabled**

  (Correct)

- **The Main Indicator has a Threshold defined**

Question 20: **Incorrect**

Which Indicator Frequency settings are valid when the Indicator Source is set to Daily?

- **Daily, Weekly, Monthly, Yearly**

  (Incorrect)

- **Daily, Weekly, Monthly**
- **Daily, Weekly, Monthly**
- **Daily only**

  (Correct)

Question 21: **Incorrect**

Who can access and modify select Scoresheets to which they are given access

- **PA Power User**

  (Incorrect)

- **PA Contributor**

  (Correct)

- **PA Viewer**
- **PA Data Collector**
- **PA Target Admin**

Question 22: **Incorrect**

Among the provided data aggregations for automated indicators, which ones facilitate an aggregate score calculation involving multiple elements within the KPI Details?

Select 3 answers from the below options.

- **Minimum**

  (Correct)

- **Count**

  (Correct)

- **Average**

(Incorrect)

- **Sum**

(Correct)

Question 23: **Incorrect**
What can you do with PA Solutions Library.

Choose 3 answers

- **Design a new Widget**
- **Design a new Dashboard**

(Incorrect)

- **Update a Report**

(Correct)

- **Reinstall a Widget**

(Correct)

- **Update a Dashboard**

(Correct)

Question 24: **Correct**
Which of the following are valid Interactive Filter types?

Choose 3 answers

- **Sys id**
- **Choice list**

(Correct)

- **Groups and Users**
- **Date**

(Correct)

- **Reference**

(Correct)

Question 25: **Incorrect**
To restrict the selection of Breakdown Elements exclusively to users with the "hr_user" role, what would be the appropriate security configuration?

- **Breakdown Access Control Roles: hr_user/ Defaut elements filter: specify elements to hide**
- **Breakdown Source Security type: Blacklist/ Element Security List Roles: hr_user**
- **Breakdown Access Control Roles: hr_user/ Default elements filter specify elements to show**

    (Incorrect)

- **Breakdown Source Security type: Whitelist / Element Security List Roles: hr_user**

    (Correct)

Question 26: **Incorrect**
Which feature allows you to trend the occurrence of "password reset" in Incident Descriptions?

- **Text Analytics Phrases**

    (Correct)

- **Text Analytics Keywords**
- **Text Index Stop Words**
- **Text Analytics Stop Words**

    (Incorrect)

Question 27: **Incorrect**
Which measurement should be excluded froma Historical Data Collection because its scores cannot be accurately collected?

- **Number of new requests**
- **Summed age of open problems**
- **Number of incidents resolved in time**

    (Incorrect)

- **Number of open problems not update in last 90 days**

    (Correct)

Question 28: **Incorrect**
Is there any difference using Sum+ and Sum in time series?

- **Sum takes the current scores and adds a pre-configured value.**

  (Incorrect)

- **Sum+ only shows data for complete months, Sum includes partial months as well**
- **Sum+ takes the current scores and adds a pre-configured value.**
- **Sum only shows data for complete months, Sum+ includes partial months as well**

  (Correct)

Question 29: **Incorrect**
Select the outcome of enabling Use Snapshot in a Spotlight Group
- **Scores are retrieved from business tables in real time**
- **Scores are retrieved from the collected Sys lds of an Indicator**

  (Correct)

- **Scores are retrieved form an external source**
- **Scores are retrieved from a database view**

  (Incorrect)

Question 30: **Incorrect**
How can you use a Bucket Group in an Automated Breakdown?
- **The Facts table of the Breakdown Source is set to [pa_buckets]**

  (Correct)

- **The Default elements filter of the Breakdown specifies the Bucket Groups**

  (Incorrect)

- **The Facts table of the Breakdown is set to [pa_buckets]**
- **The Related list conditions of the Breakdown Source identify the Bucket Groups**

Question 31: **Correct**
What role or access level is required for users to take action on a signal, such as resetting a baseline or dismissing a signal?
- **Responsible users without workspace access**
- **Users with the admin, pa_admin, or pa_kpi_signal_admin role without being a responsible user**

  (Correct)

- **Users irrespective of their level of responsibility**
- **Only users with the admin role**

Question 32: **Incorrect**

Order the Breakdown Rollup steps in the correct sequence:

1) Develop Parsing Script

2) Create Breakdown Relation

3) Verify Analytics Hub

4) New Breakdown with Script Map

5) Collect for the new Breakdown

- **1 > 4 > 2 > 5 > 3**

  (Correct)

- **1 > 4 > 5 > 2 > 3**
- **4 > 1 > 5 > 2 > 3**

  (Incorrect)

- **4 > 1 > 2 > 5 > 3**

Question 33: **Incorrect**

How can you configure access to the Indicator Analytics Hub?
- **By role only**
- **By groups and users AND By role**

  (Correct)

- **By group only**
- **By configuring "report on" ACL for the Facts table**

  (Incorrect)

Question 34: **Correct**

What are the Front Line Worker needs in Performance Analytics?
- **Information around governance and high-level overview of process indicators to make better informed decisions.**
- **Relevant targeted information that would help make the right decisions quickly and result in more efficient and better service.**

  (Correct)

- **Information that will help better understand what drives quality and cost of Service Delivery.**
- **Status and quality information about their submitted requests and the services they use.**

Question 35: Incorrect

What are the display settings for a Time Series Analytics Widget?

Choose 3 answers

- **Show target**

  (Correct)

- **Include elements without data in the legend**

  (Incorrect)

- **Show comments**

  (Correct)

- **Show confidence bands**

  (Correct)

- **Max colors**

Question 36: Incorrect

Which of the following columns is not in common between Analytics Hub and Scorecard visualization of Breakdown Analytics widget?

Choose 2 answers

- **Gap**
- **Trend**
- **Frequency**

  (Correct)

- **Change**

  (Incorrect)

- **Directions**

  (Correct)

Question 37: **Incorrect**
Which of the below target types CANNOT be shared with other users in the KPI Details?

- **Personal**

  (Correct)

- **Trend**
- **Global**

  (Incorrect)

- **Threshold**
- **Forecast**

Question 38: **Incorrect**
Is this a valid Formula Indicator syntax? Why?

[[Number of resolved incidents by first assigned group / By month SUM+]]

- **Yes. The formula divides the current score by the monthly SUM of scores**
- **No. By Month SUM+ is not a valid Time series**
- **No. The formula attempts illegal division**

  (Incorrect)

- **Yes. The formula returns the Monthly running SUM of Indicator scores**

  (Correct)

Question 39: **Incorrect**
What are the Executive needs in Performance Analytics?

- **Information around governance and high-level overview of process indicators to make better informed decisions.**

  (Correct)

- **Information that will help better understand what drives quality and cost of Service Delivery.**

  (Incorrect)

- **Relevant targeted information that would help make the right decisions quickly and result in more efficient and better service.**
- **Status and quality information about their submitted requests and the services they use.**

Question 40: **Correct**

Can the same Breakdown be applied to multiple Indicators based on different Facts tables?

- **Yes, but you must create a mapping script to define the relationship between the**

  Indicator Facts tables and the Breakdown Source.

- **No, you must create a separate Breakdown record for each Indicator Facts table.**
- **Yes, as long as the Indicator field uses the same Breakdown source, no further**

  configuration is required.

- **Yes, by creating separate Breakdown Mappings for each Indicator Facts table.**

  (Correct)

Question 41: **Incorrect**
When the 'Show Records' option is activated, how can you edit a listed record in KPI Details?

Select 2 answers from the below options.

- **Clicking on a global target**
- **Clicking the Information icon next to the list entry**

  (Correct)

- **Clicking on Add targets to breakdowns**

  (Incorrect)

- **Clicking on a record number**

  (Correct)

Question 42: **Incorrect**
Which of the following are good methods to keep control of Breakdown data growth?

Choose 2 answers

- **Exclude Breakdowns from historical collection jobs**

  (Incorrect)

- **Uncheck "Collect breakdown matrix" in the Indicator definition**

  (Correct)

- **Configure Breakdown Matrix Exclusions in the Indicator definition**

  (Correct)

- **Delete Breakdown scores from the Indicator scoresheet**

  (Incorrect)

Question 43: **Incorrect**
Which of the following describes a leading indicator?

Select 3 answers

- **Input oriented**

  (Correct)

- **Easy to influence**

  (Correct)

- **Usually an average**

  (Incorrect)

- **Measure outcomes**
- **Drives outcomes**

  (Correct)

Question 44: **Incorrect**
Which Formula Indicator expression calculates the High risk of new changes as a percentage of all new changes?
- **[[Number of new changes]] / [[Number of new changes]] * 100**
- **[[Number of new changes > Risk - High]] / [[Number of new changes]] * 100**

  (Correct)

- **[[Number of new changes.risk = high]] / {{Number of new changes}} * 100**

  (Incorrect)

- **[[Number of new changes]] / {{Number of new changes}} * 100**

Question 45: **Incorrect**

How do you display a Target in a Time series widget?

- **Enable the Show target property of the Time series widget**

  (Correct)

- **Click the Targets checkbox in the Display settings of the Time series widget**

  (Incorrect)

- **It is not possible to show Targets on a Time series widget**
- **Add the Target to the Targets Related List of the Time series widget**

Question 46: **Incorrect**

Which Workspace feature enables agents to accomplish business process workflows in a simple, task-oriented view?

- **Integrated communication channels**
- **Playbook**

  (Correct)

- **Integrated email client**

  (Incorrect)

- **Agent assistance**

Question 47: **Incorrect**

Which is the most appropriate Aggregate to return the mean Duration of Resolved Incidents?

- **Distinct Average**
- **Count**
- **Average**

  (Correct)

- **Sum**

  (Incorrect)

Question 48: **Correct**

How can the results on the KPI Details show favourability to distinguish increases or decreases in scores based on the direction of an indicator?

- **By different sizes**
- **By different shapes**
- **By colour-coding**

(Correct)

- **By different patterns**
- **By naming convention**

Question 49: **Incorrect**

Which of the following statements accurately describes Automated Indicators?

Choose 3 answers

- **One automated Indicator can act as the Indicator Source of another**

  (Incorrect)

- **Only users with the pa_data_collector role can create Automated Indicators**
- **Multiple Indicators can use the same Indicator Source**

  (Correct)

- **Breakdowns can be applied for further classification**

  (Correct)

- **Script can be used to calculate the Indicator scores**

  (Correct)

Question 50: **Incorrect**

For an indicator designed to monitor a money variable categorized as "Price," what Unit should be employed to ensure accurate score collection?

- **Currency FX**
- **Integer**
- **$**

  (Incorrect)

- **Use reference currency**

  (Correct)

Question 51: **Incorrect**

Which option must be configured within a workspace to enable users to click on a visualization value in order to view its corresponding data subset?

- **Enable drilldown**

  (Correct)

- **Activate breakdowns**

  (Incorrect)

- **Follow filters**
- **New elements**

Question 52: **Incorrect**
Order the Breakdown setup activities in the correct sequence:

1) Create Breakdown

2) Collect data and visualize

3) Add Breakdown to indicator

4) Create Breakdown Source

5) Create Breakdown Mapping to indicator fact table

6) Create Mapping Script if required

- **1 > 4 > 3 > 5 > 6 > 2**
- **4 > 1 > 6 > 5 > 3 > 2**

  (Correct)

- **1 > 4 > 6 > 5 > 3 > 2**

  (Incorrect)

- **1 > 4 > 5 > 6 > 3 > 2**

Question 53: **Incorrect**
What are the display settings for a Text Analytics Widget?

Choose 3 answers

- **Show data labels**

  (Incorrect)

- **Default field**

  (Correct)

- **Cutoff type**

(Correct)

- **Show comments**

(Incorrect)

- **Maximum number of words**

(Correct)

Question 54: **Correct**
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?
- **By selecting 'Incident [incident]' for the Facts table**
- **By adding 'Incident->Assignment group' to the Related List Conditions**

(Correct)

- **By adding 'itil' type to the 'Conditions'**
- **By adding 'itil' to the Roles necessary to see the filter**

Question 55: **Correct**
Which option can you use to list the records moved out, shared, or moved in between any two periods on the KPI Details?
- **Filter**
- **Show calendar**
- **Compare records**

(Correct)

- **More options**

Question 56: **Incorrect**
Among the provided options, which Performance Analytics feature or application permits you to observe forecasted scores derived from past behavior?

Select 2 answers from the below options

- **Time series widgets**

(Correct)

- **Analytics Hub**

(Correct)

- **KPI Composer**

(Incorrect)

- **KPI Signals**

(Incorrect)

Question 57: **Correct**
The list settings gear controls Filters and Columns to display in Analytics Hub.

Which of the following filters can be applied?

Choose 2 answers

- **With a threshold**
- **Manual**

    (Correct)

- **With a target**

    (Correct)

- **Target hit**
- **Breakdown elements**

Question 58: **Incorrect**
How do you create and associate breakdowns on the breakdown source form?
- **By selecting the 'New' button on the 'Breakdowns' related list**

    (Correct)

- **From the 'Additional actions' menu**

    (Incorrect)

- **From the 'Create Breakdowns' related link**
- **By adding multiple 'Facts tables' under the Source tab**

Question 59: **Incorrect**
What is the Run as tz setting used for in a Data Collection configuration?
- **Sets the timezone for the job's schedule time**
- **Sets the timezone that will be used for date functions in conditions**

    (Correct)

- **Reflects the timezone of the user running the job**
- **Sets the timezone for score_start and score_end**

(Incorrect)

Question 60: **Incorrect**
What is the meaning of the number of "Inserts" in a Job Log record?

○ **Number of Indicator Source records examined**

○ **Number of Performance Analytics scores stored**   **(Correct)**

○ **The number of incidents inserted into the instance yesterday**

⦿ **The sum of the stored scores**   **(Incorrect)**