**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

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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)**

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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**

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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)**

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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**

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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)**

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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.**

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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**
* **ldentifies 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**

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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**

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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)**

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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)**

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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)**

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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 AlI Roles is True**

**(Correct)**

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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**

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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**

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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)**

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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)**

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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**

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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)**

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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**

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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)**

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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**

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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)**

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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)**

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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)**

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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)**

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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)**

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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)**

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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)**

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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)**

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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**

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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**

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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**

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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)**

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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.**

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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**

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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)**

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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**

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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)**

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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.**

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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)**

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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)**

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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)**

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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)**

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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**

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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**

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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**

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Question 47: **Incorrect**

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

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

**(Correct)**

* **Sum**

**(Incorrect)**

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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**

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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)**

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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)**

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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**

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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**

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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)**

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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**

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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**

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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)**

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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**

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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**

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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)**

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Question 60: **Incorrect**

What is the meaning of the number of "Inserts" in a Job Log record?

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A screenshot of a survey

Description automatically generated