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QUESTION 1

Which of the following visualisation types allow you to add multiple data sources of the same type in the UI Builder? (Choose two.)

A. Single Score

B. Time Series

C. Pie and donuts

D. Bars

Correct Answer: BC

You can add multiple data sources of the same type for time series (including Area, Column, Line, Stepline, and Spline) and bar (including Horizontal bar and Vertical bar) visualisations.

Reference:https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par- for-workspace/concept/time-series-visualizations.html

QUESTION 2

How are responsible users reminded when a signal remains unresolved?

A. Via Virtual Agent

B. Via Connect Chat

C. By email notification

D. By text message

Correct Answer: C

As a responsible user, you receive email reminders about signals that have not been resolved.

You can configure how frequently you get these reminders and the maximum number of reminders to get for a signal.

Responsible users get email notifications about the following:

*

 New signals

*

 Unresolved signals

*

 Actions to resolve signals

*

\\'Anti-signals,\\' which indicate that a KPI is long-term stable Even responsible users without workspace access get these email notifications. Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-forworkspace/task/configure-signal-notifications.html

QUESTION 3

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

QUESTION 4

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 \\'itil\\' to the Roles necessary to see the filter

B. By adding \\'Incident->Assignment group\\' to the Related List Conditions

C. By adding \\'itil\\' 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 5

What data update settings can you enable for a single score visualisation to update the score in real-time?

A. Background refresh interval (minutes)

B. Show score update time

C. Real time update

D. Live refresh date (seconds)

Correct Answer: C

Enabling `Real time update\\' from the data update settings updates a single score visualisation in real-time.

`Show score update time\\' shows the timestamp of when the score was last updated. `Background refresh interval (minutes)\\' shows how often, in minutes, the landing page refreshes the visualisation if you have navigated away from it. With

`Live refresh rate (seconds)\\', you can choose the frequency in non-decimal seconds to have a single score reporting widget refresh. If set at \\'0\\', the score does not refresh.

Reference:https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par- for-workspace/concept/single-score.html

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