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NEW QUESTION: 1
What happens whenCollect recordsis enabled on an Automated Indicator form?
A. A preview of the records that match the condition is displayed
B. An ad-hoc job runs to collect the scores immediately for testing purposes
C. An exact copy of the matching records is retained for future reference
D. A list of sys_ids is stored during collection to allow drill down to records
Answer: D (LEAVE A REPLY)
WhenCollect recordsis enabled on an Automated Indicator, Platform Analytics stores thesys_ids of the recordsthat contributed to each indicator score at collection time. This capability enablesdrill-down functionality, allowing users to view the exact records behind a score directly from analytics widgets and dashboards. Importantly, Platform Analytics doesnot store full copies of records-only the identifiers- ensuring historical accuracy while maintaining storage efficiency. Option A describes thepreview featureavailable when defining indicator conditions, not record collection.
Option B refers tomanual data collection, which is triggered separately. Option C is incorrect because Platform Analytics does not retain full record snapshots. ServiceNow documentation clearly states that enabling Collect records allows analytics users to drill into the contributing records for any given score, making option D the correct and precise answer.

NEW QUESTION: 2
What specifies thebase table and fieldused to uniquely identify elements in aBreakdown Source?
A. Related List Conditions and Field Labels
B. Facts table and Sys ID field
C. Indicator Configuration and Target Value

D. Manual Indicator and Scoresheet

Answer: B (LEAVE A REPLY)

A Breakdown Source relies on theFacts tableand aunique identifier field (typically the Sys ID)to define how breakdown elements are generated and linked to indicator scores. The Facts table specifies where the breakdown data originates, while the Sys ID field uniquely identifies each breakdown element.

Related list conditions and labels do not define uniqueness. Indicator configuration and targets are unrelated to breakdown structure. Manual indicators and scoresheets are not involved in breakdown sourcing.

ServiceNow documentation clearly states that the Facts table and unique identifier are foundational to Breakdown Source configuration, making option B the correct answer.

NEW QUESTION: 3

What is the primary function of theanalytics_filter_adminrole inAnalytics Center?

A. To create and customize advanced visualizations across analytics dashboards

B. To manage, edit, or delete any filters on dashboards and add new filters to the filter library

C. To define and implement element security permissions on Breakdown Sources

D. To oversee and validate the accuracy of analytics data presented in Breakdowns

Answer: B (LEAVE A REPLY)

Theanalytics_filter_adminrole is responsible forgoverning dashboard filterswithin Analytics Center. Users with this role cancreate, edit, delete, and manage filters, as well as add filters to thefilter libraryfor reuse across dashboards.

This role does not control visualization design, breakdown security, or data validation. Its purpose is to ensure consistent and controlled use of filters across analytics experiences. ServiceNow documentation explicitly associates this role with filter administration, making option B the correct answer.

NEW QUESTION: 4

Which Breakdown should be excluded from the Historical Data Collection job configured for the indicator Number of open and overdue incidents?

A. Age

B. Location

C. Category

D. State

Answer: (SHOW ANSWER)

Historical Data Collection is intended to accurately reconstruct past indicator scores. Age-based breakdowns must be excluded because age is a time-relative value that cannot be reliably recalculated for historical points in time.

For the indicator Number of open and overdue incidents, breakdowns such as Location, Category, and State can be historically recalculated by evaluating record attributes at specific

points in time. However, Age depends on the exact moment of evaluation and changes continuously, making it unsuitable for historical backfilling.
ServiceNow documentation explicitly warns against using age or duration-based breakdowns in historical data collection jobs, as they lead to inaccurate or misleading results. Therefore, option A is the correct and documented exclusion.

NEW QUESTION: 5
How can aBreakdownbe applied tomultiple Indicatorsbased ondifferent Facts tables?
A. Create a separate breakdown mapping for each indicator facts table
B. Create a separate breakdown record for each indicator facts table
C. Configure the indicators to use the same indicator source
D. Create a mapping script to define the relationship between the indicator facts tables and the breakdown source
Answer: A (LEAVE A REPLY)
A single Breakdown can be reused across multiple indicators-even when those indicators are based on different facts tables-by creating aseparate Breakdown Mapping for each indicator facts table.
The Breakdown defineswhatis being analyzed, while the Breakdown Mapping defineshowthe indicator facts relate to the breakdown source. Because different facts tables may store data differently, each requires its own mapping configuration. A scripted mapping is only required when no direct relationship exists, not simply because facts tables differ. ServiceNow documentation clearly states that reuse across facts tables is achieved through multiple mappings, making option D the correct answer.

NEW QUESTION: 6
An Indicator stores the value42502.
If thePrecisionis set to2, what is displayed in aScore widget?
A. 42502
B. 4.25k
C. 4,250.20
D. 42,502.00
Answer: B (LEAVE A REPLY)
In Platform Analytics score widgets, thePrecisionsetting controls how numeric values areabbreviated and roundedfor display. When precision is set to2, large numbers are displayed usingcompact notation(such ask for thousands) with two significant digits.
A stored value of42,502is therefore displayed as4.25k, improving readability while preserving meaningful precision. Full numeric formatting or fixed decimal display is not the default behavior for score widgets.
ServiceNow documentation confirms that precision affectsabbreviated score presentation, making optionB the correct answer.

NEW QUESTION: 7
When areAdditional conditionsof an Indicator evaluated duringData Collection?
A. When the Indicator is viewed in the Analytics Hub
B. Before the Indicator Source conditions
C. At the same time as the Indicator Source conditions
D. After the Indicator Source conditions
Answer: D (LEAVE A REPLY)
During data collection, Platform Analytics first applies theIndicator Source conditionsto retrieve the base dataset. Once the source data is identified, the system then evaluates theAdditional conditionsdefined on the Indicator itself.
This separation allows indicator-specific filtering without duplicating logic in the indicator source, supporting reuse and performance optimization. Additional conditions do not run in parallel with source conditions and are not evaluated at visualization time. ServiceNow documentation explicitly explains that Indicator conditions refine the datasetafterthe source query executes, making option D the correct answer.

NEW QUESTION: 8
What is the purpose of aBreakdown Source?
A. It defines a default elements filter
B. It specifies which indicators are available to a breakdown
C. It identifies unique breakdown elements for classification
D. It specifies the options available for non-categorical data
Answer: C (LEAVE A REPLY)
ABreakdown Sourcedefines how data isclassified into distinct breakdown elementsfor analysis. It identifies the table and field (or script) used to generate the unique values-such as categories, priorities, assignment groups, or buckets-that segment indicator scores.
Default element filters are configured on the Breakdown, not the Breakdown Source. Indicators are linked to Breakdowns through Breakdown Mappings, not selected at the source level. While bucket-based sources support non-categorical data, their core purpose remains identifying unique breakdown elements. ServiceNow documentation emphasizes that the Breakdown Source is responsible for definingwhere breakdown values come from and how they are identified, making option C the correct answer.

NEW QUESTION: 9
What is an example of how Platform Analytics can help achieve the goal of reducing IT spending by 10%?
A. By conducting user satisfaction surveys to identify areas for improvement
B. By generating comprehensive asset cost reports and importing them
C. By breaking down incident resolution costs and identifying areas to optimize
D. By automating password resets for users
Answer: C (LEAVE A REPLY)

Platform Analytics helps reduce IT spending by enablingcost visibility, trend analysis, and optimization insights. Breaking downincident resolution costsallows organizations to identify high-cost incident categories, inefficient processes, or teams with unusually long resolution times. By correlating cost data with performance indicators, leaders can make data-driven decisions to streamline workflows, reduce rework, and optimize resource allocation.
User satisfaction surveys (option A) provide qualitative feedback but do not directly measure or reduce costs.
Importing asset cost reports (option B) is a reporting or data integration activity, not an analytics-driven optimization approach. Automating password resets (option D) is an operational improvement but does not directly leverage Platform Analytics capabilities. ServiceNow documentation emphasizes that Platform Analytics supportsstrategic objectivessuch as cost reduction by revealing inefficiencies through indicators, breakdowns, and historical trend analysis-making option C the correct answer.

NEW QUESTION: 10
What determines thecolor of the scorein aScore widget?

A. Relationship to the target and the Direction setting of the Indicator
B. Chart color defined for the base table
C. Field styles on the field used to calculate the Indicator
D. Widget settings
Answer: A (LEAVE A REPLY)
In ServiceNow Platform Analytics, thecolor of the score displayed in a Score widgetis determined by the Indicator's relationship to its targetin combination with theDirection setting(Maximize or

Minimize) of the Indicator. This behavior is part of the KPI evaluation logic and is consistent across dashboards and KPI Details.
When an indicator has a defined target, Platform Analytics compares thecurrent scoreagainst that target.
Based on whether the indicator is configured tomaximize(higher is better) orminimize(lower is better), the platform automatically assigns a visual status-such as green (on track), yellow (warning), or red (off track).
This status directly controls thecolor of the score valueshown in the widget.
Chart colors, field styles, or widget-specific settings donotinfluence the score color. Those options may affect line charts or visual styling, but not KPI status coloring. ServiceNow documentation clearly states that KPI status and score coloring are driven bytarget evaluation logic, makingoption Athe correct and verified answer.

NEW QUESTION: 11
Which definition describes the functionality of aFormula Indicator?
A. A Formula Indicator is needed anytime you need to calculate an aggregate
B. A Formula Indicator can use up to 5 Automated Indicators
C. The Formula Indicator score is calculated when the Formula Indicator is viewed
D. A Formula Indicator can reference the Indicator Threshold value
Answer: B (LEAVE A REPLY)
AFormula Indicatorin ServiceNow Platform Analytics allows you to calculate a derived score usingup to five other indicators(automated or manual) through a mathematical expression. These component indicators must already exist and have collected data.
Formula Indicators arenot calculated at view time; instead, they arepre-calculated during data collection and stored like other indicator scores. This ensures consistent historical trending and optimal dashboard performance. Aggregates such as count or sum are handled by automated indicators, not formula indicators.
Formula indicators also cannot referenceindicator threshold values, as thresholds are used only for KPI status evaluation and visualization, not for calculations.
ServiceNow documentation clearly states the five-indicator limit and emphasizes that Formula Indicators are meant forderived metrics, such as percentages, ratios, or normalized scores, making optionBthe only correct definition.

NEW QUESTION: 12
Which method in ServiceNow can be used to calculate therate of performance per reporting periodusing time series aggregations?
A. pa.getChange()
B. pa.getIndicator()
C. gs.getDuration()
D. pa.getRate()
Answer: D (LEAVE A REPLY)

The pa.getRate() method is used in Platform Analytics to calculaterates of performance over time, such as incidents resolved per day, requests closed per week, or changes per reporting period. This method works on time series dataand applies aggregation logic to derive a rate rather than a raw count or sum.
pa.getChange() is used to calculate the difference between two data points, not a rate. pa.getIndicator() retrieves indicator metadata and does not perform calculations. gs.getDuration() is a general-purpose GlideSystem utility for calculating durations and is unrelated to analytics time series processing. ServiceNow documentation clearly identifies pa.getRate() as the appropriate API for rate-based calculations using historical indicator scores, making option D the correct answer.

NEW QUESTION: 13
When areAdditional conditionsof an Indicator evaluated duringData Collection?
A. Before the Indicator Source conditions
B. When the Indicator is viewed in the Analytics Hub
C. At the same time as the Indicator Source conditions
D. After the Indicator Source conditions
Answer: (SHOW ANSWER)
During data collection, Platform Analytics first applies theIndicator Source conditionsto retrieve the base dataset. Once the source data is identified, the system then evaluates theAdditional conditionsdefined on the Indicator itself.
This separation allows indicator-specific filtering without duplicating logic in the indicator source, supporting reuse and performance optimization. Additional conditions do not run in parallel with source conditions and are not evaluated at visualization time. ServiceNow documentation explicitly explains that Indicator conditions refine the datasetafterthe source query executes, making option D the correct answer.

NEW QUESTION: 14
When creating a breakdown on the age of a task, which table can be used as the Facts table of the Breakdown Source?
A. Task [task]
B. Bucket [pa_buckets]
C. Bucket Group
D. Choice [sys_choice]
Answer: B (LEAVE A REPLY)
When creating a breakdown based on theage of a task, the correctFacts tablefor the Breakdown Source is Bucket [pa_buckets]. In Platform Analytics, age-based breakdowns (such as 0-5 days, 6-10 days, etc.) are not derived directly from the Task table. Instead, they usebucketed data, which is generated bybucket groups during data collection.
Thepa_bucketstable stores the calculated bucket values for records at collection time, making it the authoritative facts table for age, duration, and numeric range breakdowns. Bucket Groups

define how values are grouped, while the Bucket table stores the actual bucket assignments used in analytics. The Task table itself cannot be used as the facts table for age breakdowns because Platform Analytics requires pre- aggregated, time-aware bucket data to ensure historical accuracy. The Choice table is only used for choice list values and is unrelated to numeric or age-based breakdowns. ServiceNow documentation clearly states that bucket-based breakdowns must reference thepa_bucketstable to function correctly and produce accurate time series analytics.

NEW QUESTION: 15
There is a Summed Duration of wait time Indicator that stores duration in milliseconds.
Which action accurately configures the displayed duration in hours without creating a separate Formula Indicator?
A. Set the Unit in the Indicator to Hours
B. Use the API method getHours() in the Formula box
C. Use a Performance Analytics script to convert milliseconds to hours and recollect
D. Add / 3600000 to the Formula box and check Use formula
Answer: A (LEAVE A REPLY)
Platform Analytics supports unit conversion for duration-based indicators through the Unit field on the Indicator record. When an indicator stores duration values (such as milliseconds), setting the Unit to Hours automatically converts and displays the values correctly without modifying the underlying data or recollecting scores.
Using formulas or scripts is unnecessary and discouraged when a built-in unit conversion is available. The Formula box is intended for mathematical aggregation logic, not unit conversion. ServiceNow documentation explicitly states that duration indicators should rely on the Unit setting to control how values are displayed, making option A the correct and supported approach.

NEW QUESTION: 16
Which definition best describes theKPI Detailsapplication?
A. KPI Details is a content pack of predefined indicators
B. KPI Details is an exploratory view of indicators, used for more detailed analysis
C. KPI Details is a content pack of predefined reports for Performance Analytics
D. KPI Details is the set of statistics shown on the Analytics Hub view of an indicator
Answer: (SHOW ANSWER)
TheKPI Detailsapplication provides anexploratory, in-depth view of individual indicators. It allows users to analyze trends, targets, forecasts, breakdowns, and historical performance beyond what is shown in high- level dashboards.
KPI Details is not a content pack and does not consist of predefined reports. While Analytics Hub displays summary KPI information, KPI Details is a dedicated application for deeper investigation and performance review. ServiceNow documentation clearly describes KPI Details as a drill-down analysis tool, making option B the correct answer.

NEW QUESTION: 17
Which statements describe the respective Performance Analytics object behavior?
A. Indicator Sources with a Monthly frequency can still be collected in a Daily job
B. Breakdowns require a Breakdown Mapping to be added to an Automated Indicator
C. The frequency of an Indicator can differ from that of an Indicator Source
D. Data collection must be completed before assigning Breakdowns to an Indicator
Answer: (SHOW ANSWER)
In ServiceNow Performance Analytics,Indicator SourcesandIndicatorsare distinct objects with different responsibilities, and understanding their behavior is essential for correct architecture and deployment.
Option A is correct.
Indicator Sources definehowandwhen raw data is queried, but they can be reused by multiple data collection jobs. Even if an Indicator Source is configured with aMonthly frequency, it can still be executed by aDaily data collection job. The job frequency controls execution timing, not the source frequency itself. This reuse is a documented performance optimization in Platform Analytics.
Option C is correct.
TheIndicator frequency is independent of the Indicator Source frequency. For example, an Indicator Source may collect daily raw data, while the Indicator aggregates and stores scores weekly or monthly. This separation allows flexible aggregation strategies and is explicitly supported by Platform Analytics design.
Option B is incorrectbecause Breakdowns require aBreakdown Mapping, but they are not inherently tied only to Automated Indicators, nor is this statement describing object behavior accurately in isolation.
Option D is incorrectbecause Breakdowns can be assigned to an Indicatorbefore or after data collection; they are applied when the next collection runs.

NEW QUESTION: 18
What is aBreakdown?
A. It is a source table for categorization data
B. It is a choice list of possible attribute values
C. It is the ability to group or filter report data
D. It is the ability to group or filter indicator scores

Answer: D (LEAVE A REPLY)
In Platform Analytics, aBreakdownis used togroup or filter indicator scoresbased on specific attributes, such as priority, category, assignment group, or age ranges. Breakdowns allow users to analyze how different segments contribute to overall performance and to compare trends across those segments over time.
Breakdowns operate onindicator scores, not on raw report data. While reports can also be grouped or filtered, that functionality is separate from Performance Analytics. A Breakdown does not define the source table itself (that is the role of the Breakdown Source), nor is it merely a choice list. ServiceNow documentation clearly defines Breakdowns as a core analytics concept used to slice indicator data for deeper performance insight, making option D the correct answer.

NEW QUESTION: 19
What is thedefault Access Controlfor anew Indicator?
A. Visible to Just Me, Visible by All Roles is False
B. Visible to Just Me, Visible by All Roles is False, role required is pa_admin
C. Visible to Everyone, Visible by All Roles is False, role required is pa_admin
D. Visible to Everyone, Visible by All Roles is True
Answer: A (LEAVE A REPLY)
By default, a newly created Platform Analytics indicator isVisible to Just Me, andVisible by All Rolesis set toFalse. This ensures that indicators are private to their creator until explicitly shared. No role is required by default, and visibility must be intentionally expanded by updating the access control settings. This design supports governance and prevents incomplete or experimental indicators from being exposed prematurely. ServiceNow documentation confirms this default behavior, making option A the correct answer.

NEW QUESTION: 20
What happens when you select a predefined filter condition in the data source selection screen?
A. The filter is applied and the data source is automatically selected
B. The filter is saved and it will be automatically applied in future uses of the same data source
C. The data source is automatically selected without any further options
D. The filter is applied and it can be refined under the Conditions section
Answer: D (LEAVE A REPLY)
When a predefined filter condition is selected during data source configuration, Platform Analytics applies the filter immediately and displays it in the Conditions section, where it can be reviewed, modified, or extended.
This allows administrators to start with a standard filter and refine it to meet specific analytics requirements.
The filter is not automatically saved for future use, nor does it automatically select the data source without user confirmation. ServiceNow documentation clarifies that predefined filters act as starting templates, not locked or persistent filters. Administrators retain full control to adjust

conditions before saving the indicator or data source. Therefore, option D accurately describes the behavior.

NEW QUESTION: 21
What functionality lets youvisualize indicator data over timein units representing periods such asyear, quarter, and similar fiscal periods?
A. Gregorian Calendars
B. Fiscal Calendars
C. Timecard Calendars
D. Business Calendars
Answer: B (LEAVE A REPLY)
Fiscal Calendarsallow Platform Analytics to aggregate and visualize indicator data usingfiscal periodssuch as fiscal years, quarters, and accounting periods. This is essential for organizations that do not follow standard calendar years for reporting and performance measurement.
Gregorian calendars use standard date boundaries, while Business Calendars define working and non-working time for duration calculations. Timecard calendars are unrelated to analytics aggregation. ServiceNow documentation clearly states that fiscal period-based analysis is enabled through Fiscal Calendars, making optionBthe correct answer.

NEW QUESTION: 22
Which scenario requires ascripted Breakdown Mapping?
A. There is no direct mapping between the Indicator field and the Breakdown table
B. The field to map to is of type Sys ID
C. The table being mapped is a database view and not an actual table
D. The value needed for the Breakdown is available only as a dot-walked field
Answer: A (LEAVE A REPLY)
Ascripted Breakdown Mappingis required when there isno direct field relationshipbetween the Indicator source data and the Breakdown source table. In such cases, standard field mapping cannot resolve how indicator records should be categorized, so a script is needed to programmatically determine the correct breakdown value.
Mapping to a Sys ID field (option B) is supported through standard mappings. Database views (option C) can still be mapped if fields are accessible. Dot-walked fields (option D) are commonly supported without scripting. According to ServiceNow Platform Analytics documentation, scripted mappings are specifically intended forcomplex or indirect relationships, making option A the correct answer.

NEW QUESTION: 23
How candashboard filtersretain their values acrosslogins and page refreshes?
A. By setting the filter as a Favorite in the user's page settings
B. By configuring the filter to apply to the entire dashboard
C. By applyingsession-based persistence

D. By setting the filter as a global default

Answer: C (LEAVE A REPLY)

Dashboard filters retain their values across page refreshes and user navigation throughsession-based persistence. When this option is enabled, filter selections are stored for the duration of the user's session and automatically reapplied as the user navigates or refreshes the page. Favorites and global defaults define starting values, not persistence behavior. Applying a filter to the entire dashboard controls scope, not retention. ServiceNow documentation explains that session persistence is the mechanism that maintains filter state, making option C the correct answer.