

Salesforce Certified-Business-Analyst 완벽한 시험덤프 공부, Certified-Business-Analyst 인기 시험덤프



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<https://drive.google.com/open?id=1kkSsolbLon6FGxLSm7PrNaEzqSINB1MN>

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>> Salesforce Certified-Business-Analyst완벽한 시험덤프공부 <<

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최신 Salesforce Business Analyst Certified-Business-Analyst 무료샘플문제 (Q123-Q128):

질문 # 123

A project is in the user acceptance testing phase of a Sales Cloud implementation at Universal Containers. The business analyst (BA) is coordinating the test case execution and supporting the testers. One of the testers fails a test case because they were unable to see a custom field identified in the directions. The BA has reviewed the details of the failed test case and compared the expected outcome to the requirements.

What should the BA do next?

- A. Assign a bug to the development team.
- B. Assign the test case to another tester.
- C. Attempt to reproduce the issue.

정답: A

질문 # 124

A business analyst (BA) is working with stakeholders at Universal Containers to walk through a potential solution for the lead routing and qualification process. The solution will include automated and manual features. Which artifact should help the BA illustrate the vision of a solution to stakeholders?

- A. Detailed user stories with technical documentation about the existing process
- B. Collected pain points from people who follow the existing process
- **C. Annotated process flows with modifications to an existing process**

정답: C

설명:

Explanation

Annotated process flows are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:

Annotated process flows are process flows that include additional information, such as notes, comments, and explanations.

Modifications to an existing process are changes that are made to an existing process.

Stakeholders are people who have an interest in the success of a project.

In conclusion, annotated process flows with modifications to an existing process are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

An artifact that can help the business analyst illustrate the vision of a solution to stakeholders is annotated process flows with modifications to an existing process. Annotated process flows are diagrams that show how a process works step by step, with notes or comments that explain the logic or rationale behind each step. They can help the business analyst show how the lead routing and qualification process will change or improve with the new solution, and invite feedback or validation from stakeholders. Detailed user stories with technical documentation about the existing process are artifacts that can help the business analyst capture the requirements or specifications of the new solution, but not illustrate the vision of it. Collected pain points from people who follow the existing process are artifacts that can help the business analyst understand the problems or needs of the end users, but not illustrate the vision of the solution. References:

<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro>

질문 # 125

Universal Containers wants to streamline a complex business process. The business analyst (BA) assigned to the Service Cloud project is creating a business process map of the existing process. The BA is having difficulty documenting the process because there is disagreement among the stakeholders about the steps that are being followed.

Which recommendation should the BA make to help the stakeholders reach agreement about the process?

- **A. Focus on the inputs and outcomes of the current process**
- B. Brainstorm ideas to make the process more efficient.
- C. Refer to the Responsible, Accountable, Consulted, informed (RACI) chart to determine who is accountable.

정답: A

설명:

This answer suggests focusing on the inputs and outcomes of the current process as a recommendation that the BA should make to help the stakeholders reach agreement about the process after creating a business process map of the existing process for streamlining a complex business process at Universal Containers.

Inputs are the resources or information that are needed to start or perform a process. Outcomes are the results or outputs that are produced or delivered by a process. Focusing on the inputs and outcomes of the current process can help the BA to identify and align what is required and expected from each stakeholder involved in the process, and to resolve any discrepancies or conflicts among them. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

질문 # 126

A business analyst (BA) is preparing for user acceptance testing for case management scenarios in Service Cloud.

What should the BA do to help prevent gaps from being discovered after go live?

- A. Streamline testing by limiting the number of testers involved.
- B. Focus more on happy path testing and less on edge case testing.
- C. Write test scripts that reflect real life and cover the requirements.

정답: C

설명:

The business analyst should write test scripts that reflect real life and cover the requirements to help prevent gaps from being discovered after go live. Test scripts are step-by-step instructions on how to execute a test scenario on a specific user or level of access using expected inputs and outputs. Test scripts should reflect real life situations that users may encounter when using the solution in production, such as creating cases, updating records, generating reports, etc. Test scripts should also cover all the requirements that were defined for the project or enhancement, as well as any exceptions or variations that may occur. Writing test scripts that reflect real life and cover the requirements can help ensure that the solution works as intended and meets stakeholder needs. References:

<https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/create-test-scripts>

질문 # 127

The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).

What is a business analyst's role during UAT?

- A. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
- B. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.
- C. Document user stories and clarify business needs so IT can deliver results based on the requirements.

정답: B

질문 # 128

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