

BA-201 Neuesten und qualitativ hochwertige Prüfungsmaterialien bietet - quizfragen und antworten



Wenn Sie an der Salesforce BA-201 Zertifizierungsprüfung teilnehmen wollen, sind die BA-201 dumps von It-Pruefung Ihr bestes Vorbereitungsgerät. Die Prüfungsfragen können Ihnen helfen, die BA-201 Prüfung mühelos zu bestehen. Und diese Prüfungsfragen sind sehr gut bewertet, mit denen Sie sich nicht um Ihre BA-201 Zertifizierung sorgen. Die dumps können alle Probleme lösen, auf die Sie sich vorbereiten müssen. Und vor dem Kauf der Salesforce BA-201 Prüfungsunterlagen können Sie das kostenlose Demo als Probe herunterladen, damit Sie wissen können, ob die Prüfungsunterlagen für Sie geeignet sind.

Wenn Sie Ihre Stelle in der schärfkonkurrierten IT-Branche durch das Zertifikat von Salesforce BA-201 festigen und somit Ihre beruflichen Fähigkeiten verstärken wollen, können Sie die Schulungsunterlagen zur Salesforce BA-201 Zertifizierungsprüfung von unserem It-Pruefung wählen. Nach langjährigen Bemühungen haben unsere Erfolgsquote von der Salesforce BA-201 Zertifizierungsprüfung 100% erreicht. Wählen Sie It-Pruefung, wählen Sie Erfolg.

>> BA-201 Prüfungsfrage <<

Echte BA-201 Fragen und Antworten der BA-201 Zertifizierungsprüfung

Wollen Sie den Plan machen, dass Sie Salesforce BA-201 Zertifizierungsprüfung ablegen, um Ihre Fähigkeit zu entwickeln. Wenn Sie Salesforce BA-201 Prüfung ablegen, ob Sie die geeigneten Lernhilfe finden? Und welche Unterlage sind wertvoll? Haben Sie Salesforce BA-201 Dumps gewählt? Wenn ja, sorgen Sie sich bitte nicht um den Misserfolg.

Salesforce Certified Business Analyst BA-201 Prüfungsfragen mit Lösungen (Q72-Q77):

72. Frage

Cloud Kicks has moved into the quality assurance (QA) phase of Salesforce product configuration and extension. The QA team is now trying to confirm it has delivered value to stakeholders based on business requirements. The team is asking questions such as, "Did we build the right product?" and "Did we build the product right?" Which element should the business analyst use to help the QA team validate that the product fulfilled the requirements without ambiguity?

- A. User stories
- B. Process maps
- C. Acceptance criteria

Antwort: C

Begründung:

The element that the business analyst should use to help the QA team validate that the product fulfilled the requirements without ambiguity is acceptance criteria. Acceptance criteria are statements that define the conditions that a product or feature must meet in order to be accepted by stakeholders or end users. They can help the QA team test the functionality based on specific scenarios or outcomes, and verify that it meets the expectations or needs of stakeholders or end users. Process maps are diagrams that show how a business process flows from start to end. They can help the QA team understand how a product or feature works in relation to a process, but not how to validate it without ambiguity. User stories are statements that capture a requirement or feature from an end user's perspective. They can help the QA team understand what needs to be done and why it matters, but not how to validate it without ambiguity. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

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

73. Frage

Cloud Kicks wants managers to be able to approve time-off requests in Salesforce. A business analyst (BA) wrote the following User Story.

"As a manager, I want to communicate the status of time-off requests with employees so that I can increase employee satisfaction."

- * A manager can change the status of the request
- * A manager can send a comment to the employee about their request.
- * The solution must be intuitive.

Why does the BA need to make a change to improve the user story?

- A. The acceptance criteria should be solution focused.
- B. The user story is too large to test.
- C. The acceptance criteria is too vague.

Antwort: C

Begründung:

This answer states that the acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story for Cloud Kicks who wants managers to be able to approve time-off requests in Salesforce. A user story is a statement that describes who, what, and why of a feature or a functionality from a user's perspective. A user story typically consists of a role, a goal, and a benefit. An acceptance criteria is a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery. The acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story because it does not specify how a manager can change the status of the request, how a manager can send a comment to the employee about their request, or how to measure if the solution is intuitive. The acceptance criteria should be more specific, measurable, achievable, relevant, and time-bound (SMART) to ensure that the user story is clear, concise, consistent, and complete. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

74. Frage

During a discovery session with several stakeholders from universal Container (UC) services team, the business analyst (BA) learned that UC recently implemented an Experience Site that allows customers to view Knowledge article and submit cases. The stakeholders have asked for suggestions to determine if the current solution is adding value to the business.

What should the BA recommend?

- A. Review user stories on the services team's development backlog.
- B. Review the services team's goal initiatives, strategies, and obstacles.
- C. Review the Einstein Article Recommendations feature in the services team's org.

Antwort: B

Begründung:

This answer states that reviewing the services team's goals, initiatives, strategies, and obstacles is what the BA should do to determine if the current solution of implementing an Experience Site that allows customers to view Knowledge articles and submit cases is adding value to UC's business. Goals are what the services team wants to achieve or accomplish in terms of business outcomes or benefits. Initiatives are what the services team plans to do or implement to achieve their goals. Strategies are how the services team executes or delivers their initiatives. Obstacles are what prevents or hinders the services team from achieving their goals, implementing their initiatives, or executing their strategies. Reviewing the services team's goals, initiatives, strategies, and

obstacles means that the BA analyzes and documents these elements related to implementing an Experience Site that allows customers to view Knowledge articles and submit cases.

Reviewing the services team's goals, initiatives, strategies, and obstacles is what the BA should do to determine if the current solution is adding value to UC's business because it helps the BA to measure and evaluate the performance and impact of the current solution against these elements. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

75. Frage

Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:

- * Custom apps
- * Active Salesforce Sites
- * Active flows
- * Custom tabs
- * Visualforce pages

A Which path should the BA take to find this information?

- A. Conduct stakeholder interviews.
- **B. Review configuration settings.**
- C. Read business process documentation

Antwort: B

Begründung:

The path that the business analyst should take to find information about custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages is to review configuration settings. Configuration settings are options or preferences that can be customized or modified in Setup. They can help the business analyst understand how Salesforce was implemented and what features or components were enabled or disabled.

Custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages are examples of configuration settings that can be accessed or changed in Setup. Conducting stakeholder interviews may be a useful way to gather information about business needs, expectations, or feedback, but not about technical details or configuration settings. Reading business process documentation may be a useful way to understand how a business process works or flows, but not about technical details or configuration settings. References:

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

[https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping)

[/business-process-mapping](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping)

76. Frage

The project manager for a new project at Northern Trail Outfitters (NTO) wants the business analyst (BA) to obtain alignment on goals and strategies across NTO's organization, using NTO's documentation, the BA begins to understand NTO's strategies but needs more information.

Which methodology should help the BA obtain the required information?

- A. SMART (Specific, Measurable, Achievable, Relevant, Time-bound)
- B. RACI (Responsible, Accountable, Consulted, Informed)
- **C. V2MOM (Vision, Values, Methods, Obstacles, Measures)**

Antwort: C

Begründung:

This answer states that using V2MOM (Vision, Values, Methods, Obstacles, Measures) is the methodology that should help the BA obtain the required information for understanding NTO's strategies after reviewing NTO's documentation for obtaining alignment on goals and strategies across NTO's organization using NTO's documentation. V2MOM is a framework that helps an organization or a team to define and align their goals and strategies in a clear and concise way. V2MOM stands for Vision, Values, Methods, Obstacles, and Measures. Vision is a statement that describes what the organization or the team wants to achieve. Values are the principles or beliefs that guide the actions and decisions of the organization or the team. Methods are the actions or steps that the organization or the team will take to accomplish the vision. Obstacles are the challenges or issues that the organization or the team will face or anticipate along the way. Measures are the metrics or indicators that the organization or the team will use to track their progress and success. Using V2MOM can help the BA obtain the required information for understanding NTO's strategies by

References: <https://trailhead.salesforce.com/en/content/learn/modules/align-your-team-with-v2mom>

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BA-201 Übungsmaterialien: <https://www.it-pruefung.com/BA-201.html>

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