

Certified-Business-Analyst Test Dumps, Certified-Business-Analyst VCE Engine Ausbildung, Certified-Business-Analyst aktuelle Prüfung



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>> Certified-Business-Analyst Fragen Antworten <<

Certified-Business-Analyst Lernressourcen - Certified-Business-Analyst Testengine

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Salesforce Certified Business Analyst Exam Certified-Business-Analyst

Prüfungsfragen mit Lösungen (Q206-Q211):

206. Frage

Sales leadership at 230Cloud Kicks (CK) is concerned about the limited adoption of Salesforce at the company. Salesforce implementation includes many custom pages. Multiple users have complained about wa.t.ng a long time for key functionality to display

- A. Run the Lightning page layout.
- **B. Monitor the Lightning Usage App.**
- C. Enable Debug Logs.

Antwort: B

Begründung:

Explanation

The business analyst should monitor the Lightning Usage App to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. The Lightning Usage App is a tool that tracks and reports on how users are engaging with Salesforce in Lightning Experience. The Lightning Usage App can help measure and improve user adoption by showing metrics such as daily and monthly active users, usage by browser and device type, usage by profile and permission set, feature adoption, performance, and feedback.

The business analyst should monitor the Lightning Usage App to identify trends, patterns, issues, or opportunities related to user adoption and take actions accordingly. Running the Lightning page layout is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Running the Lightning page layout is a process that optimizes a page layout for Lightning Experience by removing unsupported components, adding supported components, and rearranging components based on best practices. Running the Lightning page layout can help improve user experience and satisfaction but does not measure or improve user adoption directly. Enabling Debug Logs is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Enabling Debug Logs is a process that captures information about database operations, system processes, and errors that occur when executing a transaction or running unit tests.

Enabling Debug Logs can help troubleshoot issues and errors but does not measure or improve user adoption directly. References: <https://trailhead.salesforce.com/en/content/learn/modules/lightning-experience-rollout/lightning-experience-rollo>

207. Frage

Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource.

What does an activity box marked 'C Customer' mean?

- A. The customer should be informed.
- B. The customer should be responsible.
- **C. The customer should be consulted.**

Antwort: C

Begründung:

Explanation

Universal Process Notation (UPN) is a simple diagramming notation for business processes that uses activity boxes and arrows to show the sequence of steps and decisions in a process. Each activity box is marked with a resource that indicates who should be responsible, accountable (A), consulted, or informed (I) for that activity. An activity box marked "C Customer" means that the customer should be consulted for that activity, which means that their input or feedback is needed before proceeding with the activity. References:

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

208. Frage

A sales manager at Cloud Kicks recently learned about Salesforce Macros and believes service agents could benefit from the feature. The sales manager created the following user story: "As a service agent I want Salesforce Macros to complete repetitive tasks faster." What should the business analyst change to improve the user story?

- A. Change the user story to the sales manager persona.

- B. Replace the specific feature with a goal.
- C. Add a quantifiable reason why the feature is needed.

Antwort: C

Begründung:

The user story should include a quantifiable reason why the feature is needed. This helps to define the value or benefit that the user expects from the feature, and provides a basis for prioritizing, testing, and accepting the user story. A quantifiable reason should be specific, measurable, achievable, realistic, and time-bound. For example, "As a service agent I want Salesforce Macros to complete repetitive tasks faster so that I can reduce my average case resolution time by 10%." The other options are either irrelevant or incorrect. Option A does not improve the user story, but rather makes it vaguer and ambiguous. Option B does not improve the user story, but rather changes the user role and perspective. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

209. Frage

Universal Containers has a Salesforce Knowledge base solution; however support agents have indicated that the system has duplicate knowledge articles. The agents have requested a feature that allows them to compare articles side-by-side and merge the articles. While researching solution option, the business analyst (BA) noticed an idea in the Salesforce IdeaExchange that directly addresses this requirement. The idea is in beta testing and will generally available in the next release. What should the BA suggest?

- A. Ask the Salesforce Account Executive to release the idea early.
- B. Ask the support manager to wait until the idea is released.
- C. Ask the development team to build a custom solution based on the idea.

Antwort: B

Begründung:

The best option for the BA to suggest is to ask the support manager to wait until the idea is released. This option avoids spending time and resources on building a custom solution that may not be compatible or necessary once the idea is released. It also ensures that the support team can benefit from the latest features and functionality that Salesforce provides, and avoid potential issues or conflicts with future updates or releases. The other options are either impractical or risky. Option B may not be possible or feasible, as the idea may not be ready or stable for early release. Option C may result in wasted effort or duplication, as the custom solution may become obsolete or incompatible once the idea is released. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/evaluate-solution-options>

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

Antwort: A

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:

211. Frage

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