

Frequent BA-201 Update - BA-201 Test Questions Free

BA 201 Test 2 Complete Latest Actual set with Questions and correct/verified Answers

Position Power - ANSWER - Reward, corrective, legitimate
Fiedler leadership theory - ANSWER - Achieve a proper match with your leadership style and what the situation demands
Expert Power - ANSWER - All achieving influence through special knowledge
coercive power - ANSWER - Achieve power through punishment
transactional leadership - ANSWER - Directs others by using rewards power
Transformational Power - ANSWER - Care more about people/ very inspirational, arouse followers to go over and beyond
Locus of control - ANSWER - Internally you think you are in charge of your own destiny
Externally - you have no control of your destiny
Stereotyping - ANSWER - Identifying a person with a group of people
Self-serving Bias - ANSWER - tendency for us to blame external factors on a neg outcome. Post outcome you "pat" yourselves on the back
Impression Management - ANSWER - Impress others thought about yourself.
Dimensions of Myer- Briggs Type indicator - ANSWER - Extroversion/Introversion
Sensing / Intuitive
Judging/ perceiving
thinking/feeling
Job Satisfaction - ANSWER - Contentment for your Job.
Mood Contagion - ANSWER - Spill over of ones mood to others
Machiavellian personality - ANSWER - Unemotional/ multipuative personality
Attribution - ANSWER - Develop explanation for perceived Problems
Organizational citizenship - ANSWER - Above and beyond
McClelland - ANSWER - achievement, Power, Affiliation. 3 needs theory
Skinner - ANSWER - Behind reinforcement theory. Reward behavior that you want repeated
Locke - ANSWER - All about Goal setting
Maslow - ANSWER - Self-actualization
Communication Process - ANSWER - Sender - Encodes and Chooses Channel
Receiver - decodes and chooses whether they send feedback or not
END OF PAGE 1 - ANSWER - dafadaf
Green Innovation - ANSWER - Environmental ideas for looking how to not destroy the environment
Nonverbal Communication - ANSWER - Hand gesture, Body lang.
Persuasion - ANSWER - to convince someone of your beliefs

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Salesforce Certified Business Analyst Sample Questions (Q200-Q205):

NEW QUESTION # 200

Northern Trail Outfitters has gone through significant growth, moved several business units into Salesforce, and added hundreds of users.

Which key principle should a business analyst follow to help prioritize feature requests from various business units?

- A. Find and install a backlog grooming app from AppExchange.
- B. Give priority to the earliest requested dates.
- C. Define roles, responsibilities, and processes.

Answer: C

Explanation:

The business analyst should define roles, responsibilities, and processes to help prioritize feature requests from various business units. This will help to establish clear expectations, communication channels, and decision-making criteria for the project. The business analyst should not give priority to the earliest requested dates, as this may not reflect the business value, urgency, or feasibility of the feature requests. The business analyst should also not find and install a backlog grooming app from AppExchange, as this may not address the root cause of the prioritization problem, and may introduce additional complexity and cost to the project. References: Collaboration with Stakeholders, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

NEW QUESTION # 201

The business analyst (BA) at Cloud Kicks is deep in planning activities for its Commerce Cloud implementation project. The project sponsor asks the team to.. their efforts due to budgetary constraints.

What should the BA do next?

- A. Ask the project sponsor to increase the project budget.
- B. Ask the project sponsor to request additional resources.
- C. Ask the project manager to re-prioritize .. requirements.

Answer: C

Explanation:

When faced with budgetary constraints, re-prioritizing requirements ensures alignment with available resources:

Budget Optimization: Re-prioritizing allows the team to focus on delivering high-value features while deferring less critical requirements.

Role Collaboration: Salesforce recommends close collaboration between the BA and project manager to adjust project scope and maintain alignment with business goals.

Stakeholder Alignment: This approach ensures transparency with stakeholders about changes in project focus due to budgetary constraints.

NEW QUESTION # 202

Cloud Kicks (CK) wants its sales team to use Sales Cloud to decrease its lead conversion time. The business analyst (BA) will analyze and break down CK's typical sales cycle.

How can process mapping help the BA get started on this project?

- A. It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement.
- B. It can model changes in the current customer experience, analyze each change's potential for impact, and help visualize potential improvements in the sales cycle in advance of the solution design.
- C. It can display complex ideas in a consistent format, highlight blockers and impediments to help stakeholders quickly assess issues in the sales cycle, and see the project timeline at a glance.

Answer: A

Explanation:

This answer describes how process mapping can help the BA get started on this project of analyzing and breaking down CK's typical sales cycle. Process mapping is a technique that involves creating a visual representation of a business process, showing its inputs, outputs, steps, actions, decisions, roles, and dependencies. Process mapping can help the BA communicate and understand

how a process works in its current state, and identify areas for improvement or optimization. References:
<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

NEW QUESTION # 203

A cloud Kicks business analyst (BA) is conducting user interviews with the support team as part of a migration to Salesforce. Several users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems. Other users have indicated they access existing systems with only username and password.

- A. verify the requirement with the security team.
- B. Select the requirement used by the majority of the support team.
- C. Bring the requirement to the product owner's attention.

Answer: A

NEW QUESTION # 204

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. Write test scripts that reflect real life and cover the requirements.
- C. Focus more on happy path testing and less on edge case testing.

Answer: B

Explanation:

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>

NEW QUESTION # 205

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