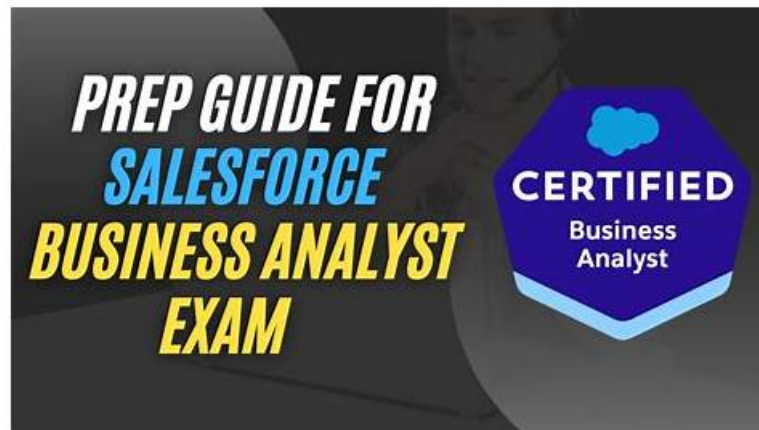


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最新的 Salesforce Business Analyst Certified-Business-Analyst 免費考試真題 (Q108-Q113):

問題 #108

The business analyst (BA) at Universal Containers is responsible for defining the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project.
Which type of document should the BA create to achieve the objective?

- A. Scope statement specification
- **B. Functional requirements specification**
- C. Business analysis plan

答案：B

解題說明:

Explanation

A functional requirements specification (FRS) is a document that defines what features and functions a system should provide to meet the business needs and objectives. It describes how users will interact with the system and what outcomes they expect from it. An FRS typically includes use cases, user stories, acceptance criteria, data models, business rules, workflows, diagrams, mockups, and other details that describe how the system should work. A BA should create an FRS to define the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/>

問題 #109

Universal Containers is working with a business analyst (BA) to develop a solution to help the marketing department manage lead in Sales Cloud. The current solution meets the requirements, but the marketing team tells the BA they feel it is incomplete.

What is important for the BA to consider when responding to the team's feedback?

- A. Intent of both parties
- B. Acceptance criteria
- C. Product limitation

答案: A

解題說明:

This answer states that intent of both parties is what is important for the BA to consider when responding to feedback from UC's marketing team who feels that their current solution for managing leads in Sales Cloud is incomplete. Intent of both parties means that what both UC's marketing team and UC's Salesforce team want to achieve or accomplish by implementing a solution for managing leads in Sales Cloud, such as increasing lead conversion rate, improving lead quality, enhancing lead tracking, etc. Intent of both parties is what is important for the BA to consider when responding to feedback from UC's marketing team because it helps the BA to align and communicate their goals and expectations, and to identify and resolve any gaps or issues between them. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder>

問題 #110

The product owner at Cloud Kicks wants to know which user stories fail user acceptance testing (UAT) and the potential impact on other successful use stories. Currently, user stories are stored in a shared spreadsheet.

What should a business analyst recommend to ensure UAT results are documented securely?

- A. Ask each tester to admit share spreadsheet.
- B. Enable history in the shared spreadsheet.
- C. Give all stakeholder the ability to edit the shared spreadsheet.

答案: B

解題說明:

This answer states that enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely after receiving verbal acceptance of all user stories by the product owner for developing a new Commerce Cloud implementation at CK. History is a feature that allows users to view, restore, or compare previous versions of a document or a file. Enabling history in the shared spreadsheet means that the BA turns on this feature in the spreadsheet where user stories are stored, such as Google Sheets, Microsoft Excel, etc. Enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely because it helps the BA to track and record who made what changes to user stories and when, and to prevent or recover any accidental or unauthorized changes to user stories.

References:

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

問題 #111

Universal Containers is implementing a Salesforce solution that's designed to transform its customer service division. During sprint planning, it was determined that the development team would be able to successfully deliver all remaining work items. However, due to unplanned delays, the development team is now at risk of being unable to complete the work items.

□ The project manager has asked for the business analyst's (BA) help to prioritize the remaining work items.

The development team has 16 hours of capacity remaining and is focused on launching a minimum viable product (MVP) of the

customer service solution as soon as possible.

Which work items should the BA prioritize with the remaining 16 hours of development capacity?

US-4008 and US-4009

- A. US-4009 and US-4010
- B. US-4008 and US-4009
- C. US-4007 and US-4009

答案：C

問題 #112

Universal Containers is working to improve Salesforce adoption. Customer reps are utilizing many Salesforce features in the org, but sales reps are still relying on their personal spreadsheets.

What should the business analyst do to better understand the sales reps process in order increase Salesforce adoption?

- A. Arrange for the sales reps to collaborate with customer service reps to learn service reps interact with Salesforce.
- B. Host Focus group, conduct surveys, and shadow the sales reps to observe the tools they use and how they use them.
- C. Run reports based on usage to see where the sales reps are spending the majority of their time in Salesforce.

答案：B

問題 #113

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Certified-Business-Analyst考試內容：<https://www.vcesoft.com/Certified-Business-Analyst-pdf.html>

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