

# BA-201資格問題集、BA-201学習関連題



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SalesforceのBA-201認定試験を受験したいですか。試験がたいへん難しいですから悩んでいるのですか。試験を申し込みたいですが、合格できないことが心配します。いまこのような気持ちを持っていますか。大丈夫ですよ。安心してBA-201試験を申し込みましょう。ShikenPASSの試験参考書を使用する限り、どんなに難しい試験でも問題にならないです。試験に合格する自信を全然持っていないなくても、ShikenPASSのBA-201問題集はあなたが一度簡単に成功することを保証できます。不思議と思っていますか。では、ShikenPASSのウェブサイトへ来てもっと多くの情報をブラウズすることもできます。それに、BA-201問題集の一部を試用することもできます。そうすると、この参考書が確かにあなたが楽に試験に合格する保障ということを知ることができます。

もしBA-201認定試験を受験したいなら、BA-201試験参考書が必要でしょう。ターゲットがなくてあちこち参考資料を探すのをやめてください。どんな資料を利用すべきなのかわからないとしたら、ShikenPASSのBA-201問題集を利用してみましょう。この問題集は的中率が高く、あなたの一発成功を保証できますから。ほかの試験参考書より、この問題集はもっと正確に実際問題の範囲を絞ることができます。こうすれば、この問題集を利用して、あなたは勉強の効率を向上させ、十分にBA-201試験に準備することができます。

>> BA-201資格問題集 <<

## 一番優秀-素晴らしいBA-201資格問題集試験-試験の準備方法BA-201学習関連題

君はほかのサイトや書籍もブラウズするかもしれませんが、弊社の関連のBA-201学習資料と比較してからShikenPASSの商品の範囲が広くてまたネット上でダウンロードを発見してしまいました。ShikenPASSだけ全面と高品質の問題集があるのではShikenPASSの専門家チームが彼らの長年のSalesforce知識と豊富な経験で研究しました。そして、ShikenPASSに多くのBA-201受験生の歓迎されます。

## Salesforce Certified Business Analyst 認定 BA-201 試験問題 (Q198-Q203):

### 質問 # 198

Universal Containers (UC) stores information about its containers in the standard Salesforce Product object.

UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.

What should the business analyst review to learn more about the previous consultant's recommendation?

- A. Entity Relationship Diagram (ERD)
- B. System requirements specification
- C. Change request logs

正解: A

解説:

The reference that the business analyst should consult to learn more about the previous consultant's recommendation is an Entity Relationship Diagram (ERD). An ERD is a diagram that shows the logical structure and relationships of data entities in a database or system. An ERD helps to model and document how data entities are organized, connected, and interact with each other. An ERD also helps to normalize data entities by reducing redundancy and inconsistency in data storage and retrieval. The previous consultant recommended that Universal Containers move to a more normalized data model to represent its containers, which means that they wanted to avoid storing duplicate or unnecessary data in multiple tables or fields. The business analyst should consult an ERD to learn more about how the previous consultant proposed to design and implement a more normalized data model for Universal Containers. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping>

### 質問 # 199

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 a username and password.

How should the BA resolve the issue?

- A. Ask the security team to confirm company policy.
- B. Ask executive leadership to make the decision.
- C. Determine the most commonly used process.

正解: A

解説:

When resolving conflicting user practices, consulting the security team ensures compliance with organizational and regulatory standards:

Policy Confirmation: Salesforce emphasizes the importance of aligning system configurations, such as multi-factor authentication (MFA), with the company's security policies.

Consistency and Compliance: By confirming with the security team, the BA ensures the Salesforce implementation adheres to company-wide requirements and prevents unauthorized access or deviations from compliance mandates like GDPR or HIPAA.

Best Practices: Relying on established company policies avoids arbitrary decisions and ensures uniformity across user authentication processes.

### 質問 # 200

A business analyst (BA) working on a Service Cloud implementation is reviewing user stories to verify they are written effectively.

What should the BA confirm about the user stories when completing this review?

- A. They are dependent on related acceptance criteria and overlap with other use cases.
- B. They contain substantial details and focus on technical elements.
- C. They can be easily prioritized and are small enough to estimate accurately.

正解: C

解説:

The business analyst should confirm that the user stories are written effectively by checking that they can be easily prioritized and are small enough to estimate accurately. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories should follow the INVEST criteria, which stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. User stories that can be easily prioritized and are small enough to estimate accurately are more likely to meet the Estimable and Small criteria. Estimable means that a user story should have enough information and clarity to allow developers and testers to estimate the effort and time required to complete it. Small means that a user story should be simple and concise, and it should be able to be completed within a single sprint by a single developer or a small team. References:

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories>

### 質問 # 201

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster

resolution." Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "why" of the user story is focused on user needs.
- B. The "who" of the user story is well-defined.
- **C. The "what" of the acceptance criteria is negotiable.**

**正解: C**

解説:

A use case is a type of documentation that describes how a user interacts with a system to achieve a specific goal. It is written from the user's point of view and follows a standard format of "A [user role] wants to [goal] by [steps]". A use case helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use use cases to document how users will interact with the system and what outcomes they expect from it. References:

<https://trailhead.salesforce.com>

[/en/content/learn/modules/business-analysis-functional-requirements/write-use-cases](https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/write-use-cases) This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation. Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences. Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

### 質問 # 202

The North American (NA) sales team wants to add a set of new fields and delete several fields from the Account object. During requirements gathering, the business analyst (BA) discovers the fields are actively being used by the EMEA team. Which step should the BA take next?

- **A. Refine the requirements to accommodate, both teams.**
- B. Focus on the NA team's requirements.
- C. Start another project to address the EMEA team's requirements.

**正解: A**

解説:

When a business analyst discovers that different teams have different needs or preferences for using Salesforce fields, they should refine the requirements to accommodate both teams. This is because deleting fields that are actively used by another team could cause data loss, errors, or inefficiencies in their processes.

The business analyst should work with both teams to understand their use cases, data models, workflows, reports, dashboards, integrations, security settings, etc., and find ways to customize Salesforce fields that meet both teams' needs without compromising data quality or performance. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements>

### 質問 # 203

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第一に、当社は常に優秀なBA-201学習ガイドと卓越した技術で受験者にフィードバックし、最も専門的な試験教材を継続的に開発しています。第二に、当社のBA-201学習資料は、最新のサービス指向システムの作成に固執し、お客様の便宜のためにより優先的な活動を提供するよう努めています。最後になりましたが、以下のよう、無料のデモがあります。次のように、どのBA-201試験資料デモをダウンロードして選択することができます。したがって、あなたは私たちのBA-201学習資料を愛するでしょう！

**BA-201学習関連題:** <https://www.shikenpass.com/BA-201-shiken.html>

