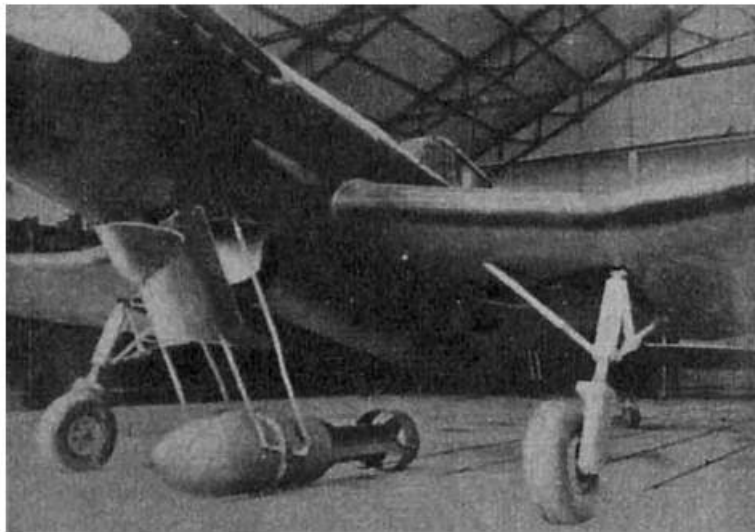


BA-201測試引擎，新版BA-201考古題



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>> BA-201測試引擎 <<

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最新的 Salesforce Business Analyst BA-201 免費考試真題 (Q203-Q208):

問題 #203

Sales leadership at Cloud Kicks (CK) is concerned about the limited adoption of Salesforce at the company.

CK's Salesforce implementation includes many custom pages. Multiple users have complained about waiting a long time for key functionality to display.

What is the recommended way for a business analyst to understand the opportunities for improvement?

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

答案：A

解題說明：

The Lightning Usage App provides insights into user behavior and performance issues:

Identifying Bottlenecks: It highlights slow-loading pages and underused custom components, helping identify the root cause of user frustration.

Improving Adoption: Insights from the Lightning Usage App inform optimization efforts, ensuring key functionalities are accessible and user-friendly.

Salesforce Guidance: Salesforce recommends using this tool for performance and adoption monitoring, offering actionable data for system improvements.

By addressing these issues through data-driven analysis, the BA can propose meaningful optimizations to improve adoption and usability.

問題 #204

The business analyst (BA) at Cloud Kicks is working on improving the company's Service Cloud deployment.

The BA wants to leverage Universal Process Notation (UPN) to document the current process.

What is one benefit of using UPN in this scenario?

- A. Key parts of a process can be easily identified by using different shapes.
- B. Complex processes can be documented with 20 or more activity boxes.
- C. A single activity box can answer Who, What, When, Why, and How.

答案: C

解題說明:

One benefit of using UPN in this scenario is that a single activity box can answer Who, What, When, Why, and How. UPN is a notation system that helps to create simple and clear process maps using activity boxes and arrows. An activity box represents a step or task in a process, and contains five elements: Who (the role or actor who performs the task), What (the name or description of the task), When (the trigger or condition that initiates the task), Why (the purpose or goal of the task), and How (the method or tool used to perform the task). By using a single activity box to answer Who, What, When, Why, and How, UPN helps to provide a concise and comprehensive view of each step or task in a process, and avoid confusion or ambiguity. The other options are either incorrect or irrelevant. Option A is incorrect because UPN recommends using no more than 10 activity boxes per process map to avoid complexity and clutter. Option C is irrelevant because UPN does not use different shapes to represent key parts of a process, but rather uses different colors to indicate different levels of detail. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/understand-process-mapping>

問題 #205

Universal Containers has a new client, and the business analyst wants to leverage customer-centric discovery to ensure a successful project outcome.

Which step of this process happens before the first requirements workshop?

- A. Connect With Your Customer
- B. Be Your Customer
- C. Know Your Customer

答案: C

解題說明:

The step "Know Your Customer" occurs before the first requirements workshop as part of the customer-centric discovery process: Understanding Background and Needs: This step focuses on researching the client's business, challenges, and goals to tailor the discovery process effectively.

Preparation for Workshops: Salesforce recommends thoroughly understanding the customer's context to ensure relevant and productive workshop discussions.

Customer-Centric Approach: Knowing the customer aligns with Salesforce's best practices for delivering value-driven solutions through empathy and preparation.

問題 #206

Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated.

What should the BA do to build trust with the stakeholder as the project continues?

- A. Reset project expectations at the next meeting with the stakeholder.
- **B. Set up a casual meeting to create a personal connection with the stakeholder.**
- C. Ask an executive sponsor to address the stakeholder's concerns.

答案： B

解題說明：

The business analyst should set up a casual meeting to create a personal connection with the stakeholder to build trust with them as the project continues. A casual meeting is an informal conversation that allows the business analyst and the stakeholder to get to know each other better, share their backgrounds and interests, and establish rapport and empathy. A casual meeting can help to ease any tension or frustration that may have arisen during the discovery session, as well as show respect and appreciation for the stakeholder's input and feedback. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-management>

問題 #207

Universal Containers is planning to implement Commerce Cloud to sell more products. The business analyst working on this project has gathered requirements and is translating them into user stories.

What should the user story focus on?

- A. Sales margins
- **B. Customer experience**
- C. Product functionality

答案： B

解題說明：

The user story should focus on customer experience. Customer experience is the perception and feeling that a customer has when interacting with a product or service. Customer experience is a key factor that influences customer satisfaction, loyalty, retention, and advocacy. A user story should focus on customer experience because it helps to define the value or benefit that the customer expects from the product or service, and provides a basis for designing and developing the solution that meets or exceeds the customer's needs and expectations. The other options are either irrelevant or incomplete. Option A does not focus on customer experience, but rather on sales margins, which are an internal metric that may not reflect the customer's perception or feeling. Option C does not focus on customer experience, but rather on product functionality, which is only one aspect of customer experience and may not address the customer's emotional or psychological needs. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

問題 #208

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新版BA-201考古題: https://www.pdfexamdumps.com/BA-201_valid-braindumps.html

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