

Certified-Business-Analyst模擬対策、Certified-Business-Analyst学習指導



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>> Certified-Business-Analyst模擬対策 <<

Salesforce Certified-Business-Analyst学習指導、Certified-Business-Analyst予想試験

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Salesforce Certified Business Analyst Exam 認定 Certified-Business-Analyst 試験問題 (Q304-Q309):

質問 # 304

Cloud Kicks (CK) plans to establish a Center of Excellence (CoE).

How will CK benefit from using a CoE to define the long-term vision for its Salesforce org?

- A. CK will get insights to current business processes.
- **B. CK will be better able to prioritize across teams and streamline processes.**
- C. CK will develop a process to gather feedback from end users regularly.

正解: B

解説:

Explanation

The benefit of using a Center of Excellence (CoE) to define the long-term vision for its Salesforce org is that CK will be better able to prioritize across teams and streamline processes. A CoE is a group of people who provide leadership, guidance, and best practices for a specific area of focus or expertise. A CoE can help CK establish a long-term vision and strategy for its Salesforce org by aligning its goals and objectives with its business needs and capabilities, prioritizing its initiatives and projects across different

teams or departments, streamlining its processes and workflows to optimize efficiency and effectiveness, and ensuring quality and consistency in its Salesforce implementation. Getting insights to current business processes may be an outcome of using a CoE, but not a benefit of defining the long-term vision for its Salesforce org. Developing a process to gather feedback from end users regularly may be an outcome of using a CoE, but not a benefit of defining the long-term vision for its Salesforce org. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio> <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta>

質問 # 305

The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT). What is a business analyst's role during UAT?

- A. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
- B. Document user stories and clarify business needs so IT can deliver results based on the requirements.
- C. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.

正解: C

質問 # 306

Cloud Kicks needs to revamp its support process to improve the customer experience and has asked the Service Cloud team to collaborate with the business analyst (BA). The BA has scheduled an initial live process mapping session with all stakeholders and received the following calendar responses:
□ What should the BA do?

- A. Hold a one-on-one diagram session with each stakeholder before the workshop.
- B. Cancel the workshop and reschedule it to a date when all stakeholders are available.
- C. Proceed with the workshop as scheduled with the stakeholders who are available.

正解: B

解説:

This answer states that canceling the workshop and rescheduling it to a date when all stakeholders are available is what the BA should do after receiving the calendar responses for an initial live process mapping session with all stakeholders for revamping its support process to improve the customer experience. A process mapping session is a collaborative activity where the BA and the stakeholders work together to document and analyze the current state of a business process, identify pain points and opportunities, and design the future state of the process. Canceling the workshop and rescheduling it can help the BA to ensure that all stakeholders are present and engaged in the session, and that their input and feedback are captured and considered. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-ma>

質問 # 307

Cloud Kicks (CK) needs to integrate the industry standard due-diligence in its sales process to verify customers in Sales Cloud. CK asks the business analyst (BA) to identify which stage in the sales process the industry standard due-diligence should be embedded. What should the BA do to meet the requirement?

- A. Identify the triggers, locate the stage, and add the standard due-diligence as a subprocess.
- B. Locate the stage, add the standard due-diligence as a subprocess, and set the trigger point.
- C. Develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage.

正解: C

質問 # 308

A business analyst (BA) is compiling a list of subject matter experts to consult throughout the discovery for a new Service Cloud implementation. What is the primary value of the BA speaking with customer service reps?

- A. Validating current processes
- B. Estimating the project cost
- C. Building solution design consensus

正解: A

解説:

The primary value of the business analyst (BA) speaking with customer service reps during the discovery for a new Service Cloud implementation is validating current processes. Customer service reps are the end users of Service Cloud and they can provide valuable insights into how they perform their tasks, what challenges they face, and what expectations they have from the new system. The BA can use this information to validate or update the current process maps and identify areas for improvement. Estimating the project cost is not a value of speaking with customer service reps, as this is usually done by project managers or sponsors based on resource allocation and budget constraints. Building solution design consensus is not a value of speaking with customer service reps, as this is usually done by solution architects or developers based on technical feasibility and best practices. References:

<https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/understand-the-salesforce-implementation-lifecycle> <https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/analyze-business-processes-and-requirements>

質問 # 309

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Certified-Business-Analyst学習指導: <https://www.mogixam.com/Certified-Business-Analyst-exam.html>

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有用的なCertified-Business-Analyst模擬対策 & 資格試験におけるリーダーオファー & 現実的なSalesforce Certified Business Analyst Exam

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