

# 最高のBA-201テキスト &認定試験のリーダー & 素敵なBA-201関連資料



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>> BA-201テキスト <<

## BA-201試験準備資料、BA-201試験出題傾向、BA-201試験練習問題

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### Salesforce Certified Business Analyst 認定 BA-201 試験問題 (Q21-Q26):

#### 質問 #21

An external business analyst (BA) has been brought in to work on a Sales Cloud project for Universal Containers (UC). UC's In-house BA has created epics and user stories, but the external BA notices that one story appears to be written Incorrectly. How should the BA revise the statement below in the correct user story format?

"Sales reps need to track their pipeline in Salesforce."

- A. As a sales manager, I want sales reps to track their opportunities in Salesforce for accurate forecast reporting.
- B. As a sales representative, I want to be able to track my opportunities in Salesforce so that we can forecast accurately.

- C. As a sales manager, I need sales representatives to track their opportunities in Salesforce.

正解: B

解説:

A user story is a short, simple description of a feature told from the perspective of the person who desires the new capability, usually a user or customer of the system. It typically follows a simple template: As a <type of user>, I want <some goal> so that <some reason>. The answer C follows this template and clearly states the user role, the goal, and the reason. The answer A does not state the reason, and the answer B does not state the correct user role, as the story is about sales representatives, not sales managers.

References: Certification - Business Analyst, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

質問 #22

Sprint 1 of 5 has been completed in a Sales Cloud implementation. The business analyst (BA) met with the stakeholders to prioritize the backlog for the next sprint. One of the stakeholders wants to include a medium- priority item. There is still a list of high-priority items that need to be addressed.

How should the BA communicate with the stakeholder?

- A. Q Verify why the item is medium-priority, explain the reason, and determine if the item priority was misjudged compared to other items.
- B. Q Schedule a meeting to discuss the importance of the item, then re-evaluate all of the items and their priority levels
- C. Q Support the stakeholder in this decision, move the medium-priority item to the next sprint, and inform the development team

正解: B

質問 #23

A lead business analyst (BA) for a Service Cloud implementation at Universal Containers has a strict deadline. Both the client's executive team and the project manager are eager to complete the discovery phase of the project and begin development.

What are the key activities that the BA must complete prior to beginning development?

- A. Eliciting requirements, writing user stories, implementing solutions, Testing solutions
- B. Eliciting requirements, documenting requirements, analyzing information, facilitating solutions
- C. Eliciting requirements, analyzing requirements, facilitating solutions, implementing solutions

正解: B

解説:

This answer states that eliciting requirements, documenting requirements, analyzing information, and facilitating solutions are the key activities that the BA must complete prior to beginning development for a Service Cloud implementation at UC. Eliciting requirements means that the BA gathers and clarifies the needs, expectations, and objectives of the stakeholders for the Service Cloud implementation. Documenting requirements means that the BA records and organizes the information obtained from eliciting requirements in a clear and concise way. Analyzing information means that the BA reviews and evaluates the information obtained from documenting requirements to identify gaps, issues, or opportunities for improvement.

Facilitating solutions means that the BA proposes and validates possible solutions or alternatives for addressing the gaps, issues, or opportunities for improvement identified from analyzing information. Eliciting requirements, documenting requirements, analyzing information, and facilitating solutions are the key activities that the BA must complete prior to beginning development for a Service Cloud implementation because they help the BA to define and communicate the scope and specifications of the Service Cloud implementation, and to ensure that they meet the stakeholder's needs, expectations, and objectives.

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

質問 #24

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 manager to re-prioritize .. requirements.

- B. Ask the project sponsor to request additional resources.
- C. Ask the project sponsor to increase the project budget.

正解: A

解説:

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.

## 質問 # 25

Cloud Kicks (CK) wants the business analyst (BA) assigned to its Salesforce transformation project to help it achieve organizational success.

The BA guides CK through a set of activities that provides tangible value and helps CK reflect on the nature of its business and the value it provides to customers.

Which strategy is the BA employing?

- A. The five W's and an H
- B. The five most important questions
- C. The five ways to build trust

正解: A

解説:

The "Five W's and an H" framework-Who, What, When, Where, Why, and How-is widely used to ensure comprehensive understanding and strategy development:

Holistic Analysis: By guiding CK through questions addressing these dimensions, the BA ensures thorough exploration of organizational goals and challenges.

Value-Driven Approach: This aligns with Salesforce's strategy of deriving business value and insights through discovery sessions, which ultimately enhance customer satisfaction and project success.

Framework Alignment: Salesforce documentation encourages asking fundamental questions to uncover the full scope of business processes and expected outcomes, which is exemplified in the use of the "Five W's and an H."

## 質問 # 26

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BA-201関連資料: [https://www.jpshiken.com/BA-201\\_shiken.html](https://www.jpshiken.com/BA-201_shiken.html)

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