

実際のBA-201全真模擬試験試験-試験の準備方法-完璧なBA-201教育資料



無料でクラウドストレージから最新のPassTest BA-201 PDFダンプをダウンロードする: https://drive.google.com/open?id=1rJP5RuPoDINrcZ1qKUveTo2VV3WObs_u

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PassTestはたくさんSalesforce関連BA-201認定試験の受験者に利便性を提供して、多くの人がPassTestの問題集を使うので試験に合格しました。彼らはPassTestの問題集が有効なこと確認しました。PassTestが提供しておりますのは専門家チームの研究したBA-201問題と真題で弊社の高い名誉はたぶり信頼をうけられます。安心で弊社の商品を使うために無料なサンプルをダウンロードしてください。

>> BA-201全真模擬試験 <<

BA-201教育資料 & BA-201試験概要

1年以内にBA-201テスト準備を更新し、必要なものを無料でダウンロードします。1年後、購入者がサービスの保証を延長してお金を節約できるようにしたい場合、Salesforceクライアントに50%の割引特典を提供します。あなたが古いクライアントである場合、BA-201試験トレントを購入する際に特定の割引を享受できるため、より多くのサービスとより多くのメリットを享受できます。このアップデートでは、最新かつ最も有用なBA-201準備トレントを提供できます。さらに学習して、Salesforce Certified Business AnalystのBA-201試験に合格することができます。

Salesforce Certified Business Analyst 認定 BA-201 試験問題 (Q117-Q122):

質問 # 117

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 "what" of the acceptance criteria is negotiable.**
- C. The "who" of the user story is well-defined.

正解: B

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](https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements)

質問 # 118

Northern Trail Outfitters (NTO) has acquired a competitor. The agreement is to migrate the acquired company into NTG's Technological Platforms. One of its challenges is to offer a unified customer experience while strengthening the relationship with its customers. The business analyst (BA) has been asked to translate the business objectives and assemble an improved and standard customer experience.

Which strategy should the BA use to accomplish the goal?

- A. Understand business objectives, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.
- B. Understand business objectives, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.
- **C. Understand business objectives, define the intention and audience, lead a journey mapping workshop, find opportunities for improvement, and update the journey map.**

正解: C

解説:

This answer describes the steps involved in creating a customer journey map, which is a tool to visualize and improve the customer experience. A customer journey map helps to identify pain points, gaps, and opportunities for improvement in the current state, and design a future state that aligns with the business objectives and customer needs. References:

<https://trailhead.salesforce.com/en/content/learn/modules>

[/customer-journey-basics/create-a-customer-journey-map](https://trailhead.salesforce.com/en/content/learn/modules/customer-journey-basics/create-a-customer-journey-map)

質問 # 119

The technical team at Cloud Kicks is trying to deliver one of its Salesforce customizations. The business analyst (BA) has been asked to put assignments, test plans, decisions, and milestones in writing and share this document with stakeholders so there is less potential for confusion.

Which tactical document should the BA use to capture features?

- **A. Release plan**
- B. User Acceptance Test plan
- C. Business analysis plan

正解: A

解説:

The tactical document that the business analyst should use to capture features is a release plan. A release plan is a document that outlines the scope, schedule, resources, and deliverables of a project or enhancement that will be released to production. A release plan helps to communicate and align with stakeholders on what features will be delivered, when they will be delivered, how they will be delivered, and who will be involved in delivering them. A release plan also helps to manage expectations, risks, dependencies, and changes throughout the project lifecycle. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/project-planning>

質問 # 120

A business analyst (BA) at Northern Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sales users in various locations have been identified to participate.

Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

- A. One-on-one meetings
- B. Demo prototype
- C. Virtual whiteboard

正解: C

解説:

A virtual whiteboard is a technique that a business analyst can use to optimize effectiveness and build a shared understanding of an idea and approach with sales users in various locations. A virtual whiteboard is an online tool that allows multiple participants to collaborate visually by drawing, writing, or annotating on a shared screen. It can help them brainstorm ideas, create diagrams, or give feedback in real time. A demo prototype is a technique that can be used to show how an idea works or looks like, but not to collaborate on it.

One-on-one meetings are techniques that can be used to communicate with individual stakeholders, but not with a group.

References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders> <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

質問 # 121

The user acceptance testing (UAT) of a solution has passed. During the code review process, a technical team found that the Apex code fails to meet Salesforce coding standards which makes it challenging to maintain over the long term and may create performance issues. The business analyst has identified this as an issue that prevents deployment to production.

Which principle of Agile methodology does this violate?

- A. Sprint retrospective
- B. Definition of done
- C. Iterative development

正解: B

解説:

This answer states that violating the definition of done is the principle of Agile methodology that this situation violates for completing UAT of a solution at Universal Containers. Agile methodology is an approach to software development that emphasizes delivering value to customers in short iterations or sprints, and responding to changing requirements with flexibility and collaboration. Definition of done is a criterion or a checklist that specifies when a user story or a task is considered complete and ready for deployment or delivery. Violating the definition of done means that the BA accepts a user story or a task as done without ensuring that it meets all the quality standards or acceptance criteria agreed upon by the project team.

References: <https://trailhead.salesforce.com/en/content/learn/modules/agile-basics/agile-basics-done>

質問 # 122

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IT業界で働いているあなたにとってのSalesforceのBA-201試験の重要性を知っていますから、我々はあなたを助けられるSalesforceのBA-201ソフトを開発しました。我々はあなたにすべての資料を探して科学的に分析しました。これらをするのはあなたのSalesforceのBA-201試験を準備する圧力を減少するためです。

