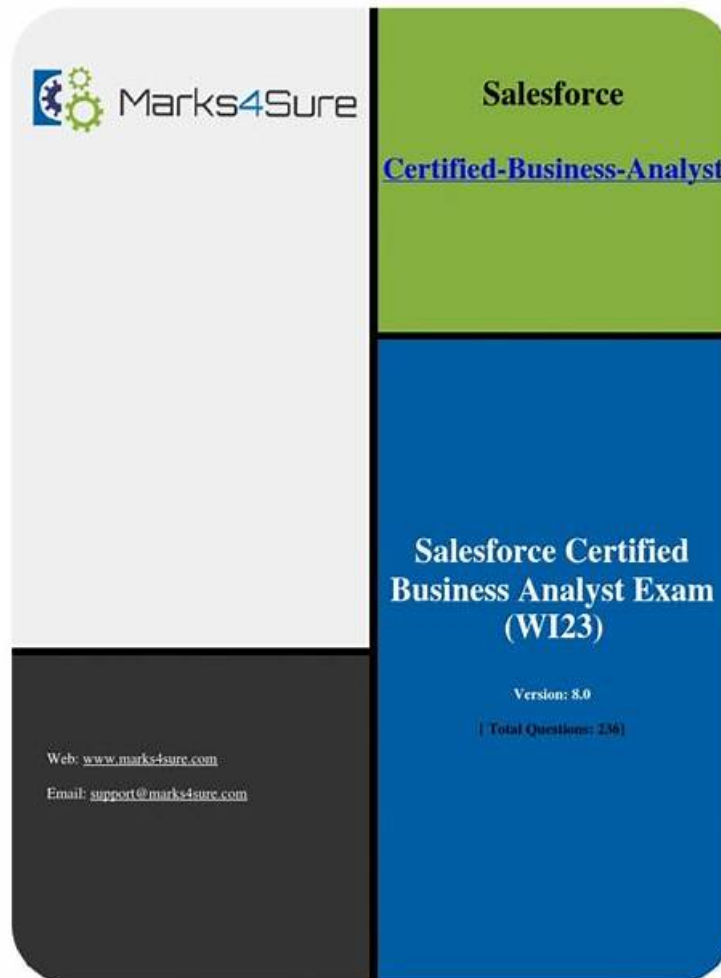


Salesforce Certified-Business-Analyst熱門考古題 - Certified-Business-Analyst學習資料



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>> Salesforce Certified-Business-Analyst熱門考古題 <<

Certified-Business-Analyst學習資料 - Certified-Business-Analyst熱門認證

Certified-Business-Analyst 考試是一個Salesforce 的認證考試，通過了一些Salesforce認證考試的IT人士是受很多IT行業歡迎的。所以越來越多的人參加Certified-Business-Analyst認證考試，但是通過Certified-Business-Analyst認證考試並不是很簡單的。如果你沒有參加一些專門的相關培訓是需要花很多時間和精力來為考試做準備的。現在KaoGuTi可以幫你節約省很多寶貴的時間和精力。

Salesforce 認證商業分析師認證是一個行業公認的認證，展示了專業人士分析業務需求並使用 Salesforce 將其轉化為技術解決方案的能力。該認證適用於熟悉 Salesforce 並希望提高技能水平的專業人士。該認證考試面向那些負責設計和實施組織內 Salesforce 解決方案的人員。

最新的 Salesforce Business Analyst Certified-Business-Analyst 免費考試真題 (Q122-Q127):

問題 #122

Cloud Kicks is planning to create a new Service Cloud console app for its services team to resolve issues with delayed shipments to customers. The business analyst (BA) wrote the user stories based on a written list of requirements provided by the manager of the services team. Upon stakeholder review with the entire services team, many of the user stories were rejected and the BA had to revise them.

When the BA wrote the initial user stories, what was the likely cause of the issue?

- A. The user stories focused on well-defined personas.
- **B. The project team failed to discuss the user stories as a group.**
- C. The acceptance criteria of the user stories were too specific.

答案： B

解題說明：

The likely cause of the issue was that the project team failed to discuss the user stories as a group before writing them. This could lead to misunderstandings, misalignment, or missing information among the stakeholders and the business analyst. The best practice for writing user stories is to collaborate with all relevant stakeholders and use techniques such as brainstorming, story mapping, or story splitting to elicit and prioritize user needs. The user stories should also be validated and reviewed by all stakeholders before finalizing them. The user stories focusing on well-defined personas is not a likely cause of the issue because personas are useful tools to represent different types of users and their goals, needs, and pain points. The acceptance criteria of the user stories being too specific is not a likely cause of the issue because acceptance criteria are statements that define how to verify that a user story is completed and meets the user's expectations. References: 1 <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

問題 #123

Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:

- * Custom apps
- * Active Salesforce Sites
- * Active flows
- * Custom tabs
- * Visualforce pages

A Which path should the BA take to find this information?

- A. Conduct stakeholder interviews.
- **B. Review configuration settings.**
- C. Read business process documentation

答案： B

解題說明：

The path that the business analyst should take to find information about custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages is to review configuration settings. Configuration settings are options or preferences that can be customized or modified in Setup. They can help the business analyst understand how Salesforce was implemented and what features or components were enabled or disabled.

Custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages are examples of configuration settings that can be accessed or changed in Setup. Conducting stakeholder interviews may be a useful way to gather information about business needs, expectations, or feedback, but not about technical details or configuration settings. Reading business process documentation may be a useful way to understand how a business process works or flows, but not about technical details or configuration settings.

References:

<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di>

<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro>

問題 #124

The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

- A. Associate each set of metadata -changes to the corresponding user story.
- B. Involve the stakeholders in the business requirements gathering sessions.
- C. Provide detailed test cases to validate the functional requirements

答案: A

解題說明:

This answer states that associating each set of metadata changes to the corresponding user story is what the BA should do to resolve these challenges with the release team. Metadata changes are modifications to the configuration or customization of Salesforce, such as fields, objects, layouts, workflows, or apex code.

Associating each set of metadata changes to the corresponding user story can help to track and manage the changes, and link them to the business requirements and acceptance criteria. This can also help to improve the communication and collaboration between the BA, the admin, and the QA team, and avoid any confusion or errors during deployment and testing. References:

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models>

問題 #125

A Salesforce business analyst (BA) has recently joined a new project to improve the Sales Cloud implementation at Cloud Kicks. The BA wants to quickly introduce new functionality to impress the customer.

Which action should the BA take?

- A. Demo standard features and elicit feedback from the customer.
- B. Scope the development of an integration with enterprise resource planning (ERP)
- C. Update the page layouts to show the most relevant information at the top.

答案: A

解題說明:

The action that the business analyst should take to quickly introduce new functionality to impress the customer is to demo standard features and elicit feedback from the customer. Demoing standard features means showing the customer how Sales Cloud can provide out-of-the-box functionality that meets their needs or expectations without requiring extensive customization or development. Eliciting feedback means asking the customer for their opinions or suggestions on how Sales Cloud can improve their sales process or performance. Demoing standard features and eliciting feedback helps to quickly introduce new functionality to impress the customer by demonstrating the value and benefits of Sales Cloud, as well as engaging and involving the customer in the solution design and delivery. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery>

問題 #126

Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sates Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.

What is one of the BA's strongest arguments for using configuration over code?

- A. Configuration allows for any level of complexity.
- B. Configuration leverages multiple programming languages.
- C. Configuration provides faster speed to market.

答案: C

問題 #127

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