

Salesforce Certified-Business-Analyst的中率、Certified-Business-Analyst模擬体験



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>> Salesforce Certified-Business-Analyst的中率 <<

Certified-Business-Analyst模擬体験 & Certified-Business-Analyst試験過去問

Jpshiken世界は急速に変化しており、Salesforce従業員に対する要件はこれまでに高く上がっています。理想的な仕事を見つけて高収入を得たい場合は、優れた労働能力と深い知識を高めなければなりません。Certified-Business-AnalystのSalesforce Certified Business Analyst Exam認定に合格すると、夢を実現できます。製品を購入すると、最高のSalesforce Certified Business Analyst Exam学習教材が提供され、Salesforce Certified Business Analyst Exam認定の取得に役立ちます。当社の製品は高品質であり、当社のサービスは完璧です。

Salesforce Certified Business Analyst Exam 認定 Certified-Business-Analyst 試験問題 (Q267-Q272):

質問 # 267

The Service Center at Universal Containers (UC) uses Service Cloud and Experience Cloud to manage its customer case lifecycle. UC wants to limit the number of interactions a customer has during the lifecycle. The project leader has asked the business analyst (BA) to visually illustrate the lifecycle.

Which document should the BA create?

- A. Process Map
- B. Journey Map
- C. Heat Map

正解: A

質問 # 268

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 "what" of the acceptance criteria is negotiable.
- B. The "who" of the user story is well-defined.
- C. The "why" of the user story is focused on user needs.

正解: A

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-ca> 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>

質問 # 269

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

正解: C

解説:

Explanation

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-s>

<https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/analyze-business>

質問 # 270

A business analyst (BA) is in the process of documenting requirements. The BA wrote the following user story:

"As a sales team manager, I want the ability to access reports on Sales Cloud to evaluate if the team's daily activities are meeting the set goals."

Which acceptance criteria is most appropriate for this user story?

- A. Able to monitor the sales team's performance
- B. Able to view the sales team's reports
- C. Able to click the Run button on sales reports

正解: A

質問 # 271

During the discovery phase of a Salesforce project, which types of analyses should a business analyst typically perform?

- A. Enterprise, Strategy, Stakeholder
- B. Technical, Stakeholder, Enterprise
- C. Financial, Technical, Operational

正解: A

解説:

Explanation

The types of analyses that a business analyst typically performs during the discovery phase of a Salesforce project are enterprise analysis, strategy analysis, and stakeholder analysis. Enterprise analysis is a technique that examines and evaluates the internal and external factors that affect a business or organization. It can help the business analyst understand the strengths, weaknesses, opportunities, and threats (SWOT) of a business or organization. Strategy analysis is a technique that defines and clarifies the goals, objectives, scope, and success criteria of a project or initiative. It can help the business analyst align the project or initiative with the vision and mission of a business or organization. Stakeholder analysis is a technique that identifies and evaluates the people who have an interest in or influence on a project or initiative. It can help the business analyst understand who are the key stakeholders, what are their roles and responsibilities, what are their needs and expectations, how they communicate and collaborate, etc. Financial analysis is a technique that assesses the costs and benefits of a project or initiative. It can help the business analyst justify or prioritize the project or initiative based on its return on investment (ROI) or net present value (NPV). Technical analysis is a technique that examines and evaluates the technical aspects of a project or initiative. It can help the business analyst understand the feasibility or complexity of a project or initiative based on its architecture or design.

Operational analysis is a technique that analyzes and optimizes the processes and workflows of a business or organization. It can help the business analyst improve the efficiency or effectiveness of a business or organization based on its performance metrics or best practices.

質問 # 272

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かつてないほどの才能の才能が大量に出てきたので、現代の才能はどのような能力を所有し、最終的に成功へと歩むべきでしょうか? まあ、もちろん、それはあなたに社会での地位の資本を与える Certified-Business-Analyst 試験資格認定です。Certified-Business-Analyst 準備資料では、公式の試験銀行に最新の学習モデルと包括的な知識構造が表示されます。これは、技術スキルの向上と将来への価値の創造を目的としています。Certified-Business-Analyst 試験の高度な質問とともに Certified-Business-Analyst 試験に合格する必要があります。

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