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Free PDF Quiz Salesforce - BA-201 - Salesforce Certified Business Analyst Perfect New Test Test

Nowadays everyone is interested in the field of Salesforce because it is growing rapidly day by day. The BA-201 credential is designed to validate the expertise of candidates. But most of the students are confused about the right preparation material for Salesforce BA-201 Exam Dumps and they couldn't find real Salesforce Certified Business Analyst (BA-201) exam questions so that they can pass BA-201 certification exam in a short time with good grades.

Salesforce Certified Business Analyst Sample Questions (Q47-Q52):

NEW QUESTION # 47

At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team. The director believes their needs are of the highest importance.

What should the business analyst do when disruptions to the project occur?

- A. Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.
- **B. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.**
- C. Ask the project manager for an additional resource to implement the new requests.

Answer: B

Explanation:

The best way for a business analyst to handle disruptions to the project from urgent requests by the marketing director is to interpret them as guidelines to be used when determining priorities for the upcoming release.

This will help them balance between meeting stakeholder expectations and following scrum methodology principles. Focusing on agreed upon deliverables instead of new requests may ignore changing business needs or miss opportunities for improvement.

Asking for an additional resource to implement new requests may increase complexity or cost without adding value or quality.

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/collaboration-with-stakeholders)

NEW QUESTION # 48

A new employee at Universal Containers just sent the business analyst (BA) a Slack message with an named User3stories_v37_final_final_final.docx.

Which best practice should the BA train the employee on first?

- **A. Use a version control repository.**
- B. Use standard naming conventions.
- C. Use acceptance criteria to define success.

Answer: A

Explanation:

This answer states that using standard naming conventions is the best practice that the BA should train the employee on for sending a document named User3stories_v37_final_final_final.docx. A standard naming convention is a set of rules or guidelines that define how to name or label a document or a file in a consistent and meaningful way. A standard naming convention typically includes elements such as project name, document type, version number, date, author, etc. Using standard naming conventions is the best practice that the BA should train the employee on for sending a document because it helps the BA to organize and manage documents or files more efficiently and effectively, and to avoid confusion or duplication among them.

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

[/use-stakeholder-engagement-skills](https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills)

NEW QUESTION # 49

As a part of discovery, the business analyst (BA) at Universal Containers is trying to understand how Salesforce was implemented. What should the BA utilize to help uncover any technical constraints or potential problems in a Salesforce implementation?

- A. Reports and Dashboards
- B. Setup Audit Trail
- **C. Salesforce Optimizer**

Answer: C

Explanation:

The tool that the business analyst should use to help uncover any technical constraints or potential problems in a Salesforce implementation is Salesforce Optimizer. Salesforce Optimizer is a feature that analyzes a Salesforce org and provides recommendations for improving its performance, security, usability, and maintenance. It can help the business analyst identify any issues or risks in a Salesforce implementation such as unused features or components, complex configurations or customizations, low

adoption rates or user satisfaction scores, etc. Setup Audit Trail is a tool that monitors and logs changes made by administrators in Setup. It can help the business analyst track who made what changes and when, but not uncover any technical constraints or potential problems in a Salesforce implementation. Reports and Dashboards are tools that display data or metrics in visual formats such as charts or tables.

NEW QUESTION # 50

A business analyst (BA) is preparing to demonstrate the functionality built by the development team over the last sprint to the client. Which technique should the BA use to create a compelling demo?

- A. Functional - requirements, code/configuration, run as user
- **B. Storytelling - hero, challenge, helper, victory**
- C. STAR method - situation, task, action, result

Answer: B

Explanation:

In creating a compelling demo, the storytelling technique is highly effective. This approach involves framing the demo narrative around a hero (typically the end-user), presenting a challenge they face, introducing the solution (the Salesforce functionality) as the helper, and showcasing the victory, which is the successful resolution of the challenge through the implemented functionality. This technique engages the audience by making the demonstration relatable and showing the practical value of the solution in a real-world context. It emphasizes the impact of the features on the users' daily tasks and how it addresses their specific needs.

NEW QUESTION # 51

A Cloud Kicks business analyst (BA) is conducting user interviews with the support team as part of a migration to Salesforce. Several users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems. Other users have indicated they access existing systems with only a username and password. How should the BA resolve the issue?

- A. Determine the most commonly used process.
- B. Ask executive leadership to make the decision.
- **C. Ask the security team to confirm company policy.**

Answer: C

Explanation:

When resolving conflicting user practices, consulting the security team ensures compliance with organizational and regulatory standards:

Policy Confirmation: Salesforce emphasizes the importance of aligning system configurations, such as multi-factor authentication (MFA), with the company's security policies.

Consistency and Compliance: By confirming with the security team, the BA ensures the Salesforce implementation adheres to company-wide requirements and prevents unauthorized access or deviations from compliance mandates like GDPR or HIPAA.

Best Practices: Relying on established company policies avoids arbitrary decisions and ensures uniformity across user authentication processes.

NEW QUESTION # 52

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