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최신 Salesforce Business Analyst Certified-Business-Analyst 무료샘플문제 (Q123-Q128):

질문 # 123

Northern Trail Outfitters is Updating Its customer portal built on Experience Cloud. The team has drafted a user story:

"As a customer, I want to be able to chat with a support agent and view my account, see my orders, and ask questions via the customer port.

What should a business analyst do to improve this user story?

- A. Estimate how long it will take the technical team to complete the story.
- B. Adjust the goal of the user story to be independent.
- C. Include specific information about potential Salesforce solutions.

정답: B

설명:

This answer suggests adjusting the goal of the user story to be independent as a way to improve this user story for updating its customer portal built on Experience Cloud. The goal of a user story is what the user or stakeholder wants to accomplish, why they want to accomplish it, and how they will measure success. The goal of a user story should be independent, meaning that it does not

depend on or overlap with other user stories. This user story has a goal that is too broad and complex, as it includes multiple features or functionalities (chat with a support agent, view account, see orders, ask questions) in one user story. Adjusting the goal of the user story to be independent can help to break down this user story into smaller and simpler user stories that can be completed in one sprint. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

질문 # 124

Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.

Which elicitation technique should the business analyst use to help the team meet its goal?

- A. Brainstorming
- **B. Prototyping**
- C. Observation

정답: B

질문 # 125

Sales leadership at 230Cloud Kicks (CK) is concerned about the limited adoption of Salesforce at the company. Salesforce implementation includes many custom pages. Multiple users have complained about waiting a long time for key functionality to display

- A. Enable Debug Logs.
- **B. Monitor the Lightning Usage App.**
- C. Run the Lightning page layout.

정답: B

설명:

Explanation

The business analyst should monitor the Lightning Usage App to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. The Lightning Usage App is a tool that tracks and reports on how users are engaging with Salesforce in Lightning Experience. The Lightning Usage App can help measure and improve user adoption by showing metrics such as daily and monthly active users, usage by browser and device type, usage by profile and permission set, feature adoption, performance, and feedback.

The business analyst should monitor the Lightning Usage App to identify trends, patterns, issues, or opportunities related to user adoption and take actions accordingly. Running the Lightning page layout is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Running the Lightning page layout is a process that optimizes a page layout for Lightning Experience by removing unsupported components, adding supported components, and rearranging components based on best practices. Running the Lightning page layout can help improve user experience and satisfaction but does not measure or improve user adoption directly. Enabling Debug Logs is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Enabling Debug Logs is a process that captures information about database operations, system processes, and errors that occur when executing a transaction or running unit tests.

Enabling Debug Logs can help troubleshoot issues and errors but does not measure or improve user adoption directly. References: <https://trailhead.salesforce.com/en/content/learn/modules/lightning-experience-rollout/lightning-experience-rollo>

질문 # 126

A business analyst captures the following acceptance criteria for a user story about case reassignment in Service Cloud.

- * A service manager can click a Reassign button that changes the owner field of the case.
- * A service manager is able to reassign cases-as part of the mobile experience.
- * Reassignment functionality can be used on cases that have been auto-reassigned.
- * Service reps are unable to reassign cases.

Which mistake was made?

- A. The criteria are aligned with the user's goal.
- **B. The criteria include solution information.**

- C. The criteria are small and testable.

정답: B

설명:

The mistake made in capturing these acceptance criteria was that they include solution information instead of focusing on what needs to be achieved by implementing this feature or functionality. For example, specifying that "a service manager can click a Reassign button" implies a particular design choice rather than describing what outcome should be achieved by reassigning cases (such as transferring ownership or notifying new owners). Acceptance criteria should be aligned with the user's goal rather than prescribing how to achieve it so that they do not limit creativity or innovation in finding solutions. Acceptance criteria should also be small and testable so that they can be easily verified by using techniques such as scenarios or test cases. References: 1

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

질문 # 127

A sales manager express frustration that the sales team is failing to enter calls in salesforce. The manager is hoping to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process, the sales manager reaches out to the business analyst (BA) for recommendation.

What should the BA do next?

- A. Engage a developer to scope a custom solution.
- **B. Research third-party apps on the AppExchange.**
- C. Export a weekly report of user activity.

정답: B

설명:

This answer suggests researching third-party apps on the AppExchange as the next thing that the BA should do after a sales manager expresses frustration that the sales team is failing to enter calls in Salesforce, and hopes to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process.

The AppExchange is an online marketplace where customers can find, try, buy, and install apps that extend the functionality of Salesforce. Researching third-party apps on the AppExchange can help the BA to find a possible solution that can address the issue of entering calls in Salesforce without requiring a lot of time, budget, or customization. Researching third-party apps on the AppExchange can also help the BA to compare different features, prices, ratings, and reviews of various apps that can meet the sales manager's needs and expectations. References:

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

질문 # 128

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최신 업데이트된 Certified-Business-Analyst덤프데모문제 공부자료

[illegible]

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