

# Certified-Business-Analyst更新 - Certified-Business-Analyst熱門題庫



順便提一下，可以從雲存儲中下載KaoGuTi Certified-Business-Analyst考試題庫的完整版：<https://drive.google.com/open?id=1CtpzQoiMI2lGaD4xUTXXnzzbWzqWceMe>

KaoGuTi作為專門提供Certified-Business-Analyst認證考試相關資料的提供者，一直以來都把為考生們提供最優秀的資料作為自己的目標。與其他網站相比，KaoGuTi更得大家的信任。這是為什麼呢？因為KaoGuTi有著多年的經驗，並且一直專心致力於Certified-Business-Analyst認證考試的研究，總結出了很多關於考試的規律。這樣，KaoGuTi的資料就可以有很高的命中率。這也保證了大家的考試的合格率。所以KaoGuTi得到了大家的信任。

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## Salesforce Certified-Business-Analyst熱門題庫，Certified-Business-Analyst認證考試

你現在正在為了尋找Salesforce的Certified-Business-Analyst認證考試的優秀的資料而苦惱嗎？不用再擔心了，這裏就有你最想要的東西。應大家的要求，KaoGuTi為參加Certified-Business-Analyst考試的考生專門研發出了一種高效率的學習方法。大家都是一邊工作一邊準備考試，這樣很費心費力吧？為了避免你在準備考試時浪費太多時間，KaoGuTi為你提供了只需要經過很短時間的學習就可以通過考試的Certified-Business-Analyst考古題。這個考古題包含了實際考試中一切可能出現的問題。所以，只要你好好學習這個考古題，那麼通過Certified-Business-Analyst考試就不再是難題了。

Salesforce認定業務分析師考試共有60道多選題，考試時間為105分鐘。考生必須在考試中獲得63%或以上的及格分數，才能取得認證。該考試是在線上進行，可以在世界任何地方參加。

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## 題 (Q197-Q202):

### 問題 #197

A business analyst is using storytelling to communicate the vision for a Salesforce solution to business stakeholders.

Which storytelling technique should the BA use in their initial demo of a solution to business stakeholders?

- A. Highlight a perspective from testing feedback that identifies bugs and pain points in their business challenges.
- B. Describe a perspective from the business requirements document that addresses architectural concerns based on their business challenges.
- C. Give a perspective from a relatable persona that shows the development team can solve their business challenges.

答案: C

### 解題說明:

Explanation

A business analyst should use storytelling to communicate the vision for a Salesforce solution to business stakeholders by giving a perspective from a relatable persona that shows how the development team can solve their business challenges. This will help them empathize with the user's needs and goals, and see how the solution will benefit them. Highlighting a perspective from testing feedback that identifies bugs and pain points in their business challenges may be discouraging or demotivating for the stakeholders. Describing a perspective from the business requirements document that addresses architectural concerns based on their business challenges may be too technical or abstract for the stakeholders. References:

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

### 問題 #198

Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project.

What should the BA include in these requirements?

- A. Detailed documentation of technical solution
- B. Test scripts to validate requirements
- C. High-level description of required functionality

答案: C

### 解題說明:

Explanation

The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation. A high-level description of required functionality is a brief and general statement that describes what a system or solution must do or provide to meet a business need or goal. A high-level description of required functionality helps to capture and communicate the scope and value of a requirement or feature. The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation by using clear and concise language, avoiding technical jargon or details, and focusing on outcomes rather than solutions.

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

### 問題 #199

Cloud Kicks Is conducting sprint planning for an Experience Cloud user portal project. The focus for this sprint Is on the minimum viable product.

Which requirement should the business analyst prioritize?

- A. Items that are crucial to the business
- B. Items that are user-friendly features
- C. Items requested by the majority of users

答案: A

### 解題說明:

The minimum viable product (MVP) is the version of a product that has just enough features to satisfy early customers and provide feedback for future development. The MVP should focus on the items that are essential to the business value and goals, not on the items that are nice to have or preferred by some users. Therefore, the business analyst should prioritize the items that are crucial to

the business over the items that are user-friendly features or requested by the majority of users. References:

- \* Certification - Business Analyst - Trailhead, under "About the Exam"
- \* Get Started with Salesforce Business Analyst Certification Prep, under "The Salesforce Business Analyst Certification"
- \* Cert Prep: Salesforce Business Analyst | Salesforce Trailhead, under "Get Started with Salesforce Business Analyst Certification Prep"

### 問題 #200

Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource.

What does an activity box marked 'C Customer' mean?

- A. The customer should be informed.
- B. The customer should be responsible.
- C. The customer should be consulted.

答案: C

解題說明:

This answer explains that an activity box marked "C Customer" means that the customer should be consulted.

In a process map that uses Universal Process Notation (UPN), an activity box is a symbol that represents a task or an action that is performed in a business process. An activity box can be marked with a letter to indicate the role or the resource that is responsible for performing the task or action. The letter C stands for consult, which means that the resource should be asked for input or advice before or during the task or action.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

### 問題 #201

A business analyst (BA) discovers that universal Containers automated case assignments in Service Cloud. UC uses case assignment rules to route cases to predefined team. The UC leadership team wants to improve how cases are routed.

What should the BA recommend to help the resolve a common obstacle?

- A. Document the current case assignment process.
- B. Migrate from case assignment rules to Omni-Channel.
- C. Minimize case escalations to reduce time to resolution.

答案: A

解題說明:

This answer states that migrating from case assignment rules to Omni-Channel is what the BA should recommend to help UC resolve a common obstacle for addressing a recent group of complaints from UC's service team about automated case assignments in Service Cloud. Case assignment rules are a feature that allows an organization to automatically assign cases to predefined queues or users based on certain criteria, such as case origin, case type, case priority, etc. Omni-Channel is a feature that allows an organization to automatically route work items (such as cases, leads, chats, etc.) to available agents based on their capacity, skills, availability, etc. Migrating from case assignment rules to Omni-Channel is what the BA should recommend to help UC resolve a common obstacle for addressing complaints about automated case assignments in Service Cloud because it helps UC to improve how cases are routed by matching them with the most qualified and available agents, rather than relying on manual intervention or predefined rules.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/service-cloud-agent-productivity/service-cloud-agent-p>

### 問題 #202

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**Certified-Business-Analyst熱門題庫:** [https://www.kaoguti.com/Certified-Business-Analyst\\_exam-pdf.html](https://www.kaoguti.com/Certified-Business-Analyst_exam-pdf.html)

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