

# Certified-Business-Analyst日本語版問題解説 & Certified-Business-Analyst出題内容



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IT職員のあなたは毎月毎月のあまり少ない給料を持っていますが、暇の時間でひたすら楽しむんでいいですか。Salesforce Certified-Business-Analyst試験認定書はIT職員野給料増加と仕事の昇進にとって、大切なものです。それで、我々社の無料のSalesforce Certified-Business-Analystデモを参考して、あなたに相応しい問題集を入手します。暇の時間を利用して勉強します。努力すれば報われますので、Salesforce Certified-Business-Analyst資格認定を取得して自分の生活状況を改善できます。

Salesforce Certified Business Analyst Examは、Salesforce技術を使用してビジネス要件を分析し、ソリューションを設計する知識とスキルを証明するために設計された認定プログラムです。認定試験では、ビジネスプロセス、データモデリング、レポートとダッシュボード、ワークフロー自動化など、幅広いトピックがカバーされます。この試験に合格することで、候補者は組織のビジネスニーズを理解し、効果的なSalesforceソリューションに翻訳する能力を証明できます。

>> Certified-Business-Analyst日本語版問題解説 <<

## 売上No.1 Certified-Business-Analyst 問題集オンライン版でスキマ時間を有効活用

最近、Salesforce Certified-Business-Analyst試験に合格するのは重要な課題になっています。同時に、Certified-Business-Analyst資格認証を受け入れるのは傾向になります。Certified-Business-Analyst試験に参加したい、我々Tech4ExamのCertified-Business-Analyst練習問題を参考しましょう。弊社は1年間の無料更新サービスを提供いたします。あなたがご使用になっているとき、何か質問がありましたらご遠慮なく弊社とご連絡ください。

## Salesforce Certified Business Analyst Exam 認定 Certified-Business-Analyst 試験問題 (Q244-Q249):

### 質問 # 244

During a sprint grooming session for the Sales Cloud implementation at Cloud Kicks, the development team mentions the step "Code Review by Technical Architect" listed within the acceptance criteria needs to be adjusted. Which location should the business analyst move this item to?

- A. Definition of done
- B. Pull request template
- C. Project plan

正解: A

解説:  
Explanation

The business analyst should move this item to the definition of done. The definition of done is a set of criteria that must be met before a user story or sprint can be considered complete or ready for release. The definition of done helps to ensure quality, consistency, and transparency across the project team. The step "Code Review by Technical Architect" is not part of the acceptance criteria for a specific user story, but rather a general requirement that applies to all user stories or sprints.  
References:<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories>

#### 質問 # 245

Cloud Kicks (CK) wants to incorporate a credit check process to verify prospects in Sales Cloud. CK asks the business analyst (BA) to identify which stage of the sales process that the credit check should be embedded. What should the BA do to meet the requirement?

- A. Create a capability model.
- B. Create a value stream map.
- C. Create a process map.

正解: C

解説:

Creating a process map is the most effective approach to identify the appropriate stage in the sales process for embedding the credit check:

- \* Visualization of the Sales Workflow: A process map provides a step-by-step representation of the sales process, making it easier to pinpoint where the credit check should be integrated.
- \* Alignment with Business Flow: By mapping the process, the BA can collaborate with stakeholders to ensure the credit check aligns with other sales activities and does not introduce unnecessary delays.
- \* Salesforce Best Practices: Salesforce emphasizes understanding and documenting workflows to ensure any enhancements, such as credit checks, fit seamlessly into existing processes.

#### 質問 # 246

A sales manager at Universal Containers (UC) customized all of their list views on the Account object to include a new field. Although they have multiple list views. The sales manager prefers to keep the recently viewed list as their default list. When the manager realize they are unable to modify the recently viewed list, they reach out to UC's Salesforce team for help? What are the next steps the business analyst should take?

- A. Research AppExchange solution that offer customization options.
- B. Document the desired outcome and research the impact of making a change.
- C. Recommend that the user submit a ticket related to the field creation.

正解: B

解説:

This answer states that documenting the desired outcome and researching the impact of making a change are the next steps that the BA should take after receiving feedback from UC's sales manager who customized all of their list views on the Account object to include a new field and realized they are unable to modify the recently viewed list. Documenting the desired outcome means that the BA records what the sales manager wants to achieve or accomplish by modifying the recently viewed list, such as filtering, sorting, or grouping by the new field. Researching the impact of making a change means that the BA investigates how modifying the recently viewed list would affect other aspects of UC's Salesforce environment, such as performance, security, usability, etc. Documenting the desired outcome and researching the impact of making a change are the next steps that the BA should take after receiving feedback from UC's sales manager because they help the BA to understand and validate the business need and expectation of the sales manager, and to evaluate and propose possible solutions or alternatives for modifying the recently viewed list. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

#### 質問 # 247

The project team at Cloud Kicks is under a tight deadline to implement a new Service Cloud feature. The business analyst, BA) has received feedback from the customer that the existing functionality is difficult to use. The BA wants to better understand the customers pain points before writing requirements Which document should the BA use?

- A. Capability map
- B. Process map
- C. Journey map

正解: C

解説:

This answer states that using a journey map is what the BA should use to better understand the customers pain points before writing requirements for Cloud Kicks who will launch a new customer experience portal. A journey map is a diagram that shows how a customer interacts with an organization across different touchpoints or channels over time. A journey map can help the BA to better understand the customers pain points by identifying where, when, why, and how the customer experiences frustration, dissatisfaction, or difficulty with the current service or solution. A journey map can also help the BA to empathize with the customer and to design a better customer experience that meets their needs and expectations. References:

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

#### 質問 # 248

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

正解: A

#### 質問 # 249

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**Certified-Business-Analyst出題内容:** <https://www.tech4exam.com/Certified-Business-Analyst-pass-shiken.html>

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