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Certified-Business-Analyst Prüfungsinformationen, Certified-Business-Analyst Lernressourcen

Die Zertifizierungsprüfung von Salesforce Certified-Business-Analyst ist ein unerlässlicher Teil im IT-Bereich. Aber wie kann man in kurzer Zeit bessere Resultate bei weniger Einsatz erzielen? DeutschPrüfung ist Ihre beste Wahl. Die Schulungsunterlagen zur Salesforce Certified-Business-Analyst Zertifizierungsprüfung von DeutschPrüfung sind von erfahrenen IT-Experten entworfen, deren Korrektheit zweifellos ist. Wenn Sie noch besorgt sind, können Sie einen Teil von den kostenlosen Testaufgaben und Antworten herunterladen, bevor Sie die Schulungsunterlagen von DeutschPrüfung benutzen.

Salesforce Certified Business Analyst Exam Certified-Business-Analyst Prüfungsfragen mit Lösungen (Q197-Q202):

197. Frage

Universal Containers (UC) uses a Salesforce org. UC is merging with a sister company that uses a different CRM. The incoming sales team is reluctant to change to a different process. The business analyst (BA) has been asked to help reach consensus and drive adoption.

Which group is well positioned to help the BA secure alignment for the initiative?

- A. System admin and project manager

- **B. Power users and top sales earners**
- C. Executive sponsors and sales leadership

Antwort: B

Begründung:

Explanation

The group that is well positioned to help the business analyst secure alignment for the initiative is power users and top sales earners. Power users are those who use Salesforce frequently and effectively, and can influence other users by sharing best practices or tips. Top sales earners are those who have high performance and credibility, and can motivate other users by showing results or benefits. System admin and project manager are roles that are responsible for managing Salesforce applications or activities, but may not have direct influence on sales users. Executive sponsors and sales leadership are roles that have authority and vision for Salesforce projects, but may not have direct contact or rapport with sales users. References:

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

198. Frage

Which Information should the BA gather during the initial discovery meeting?

- A. A Contact information for key stakeholders
- **B. Limitations of the current support process**
- C. Employee review cycle for the support team

Antwort: B

Begründung:

The information that the business analyst should gather during the initial discovery meeting is the limitations of the current support process. The initial discovery meeting is a meeting where the business analyst meets with the key stakeholders and sponsors of a project to understand their needs, expectations, goals, challenges, and pain points. The business analyst should gather information about the limitations of the current support process to identify the gaps, issues, or opportunities for improvement that the project aims to address. The business analyst should also gather information about the scope, budget, timeline, deliverables, roles and responsibilities, and success criteria for the project. The employee review cycle for the support team is not information that the business analyst should gather during the initial discovery meeting. The employee review cycle is a process that evaluates the performance and development of employees on a regular basis. It is not relevant to the project scope or objectives and does not help identify the limitations of the current support process. The contact information for key stakeholders is not information that the business analyst should gather during the initial discovery meeting. The contact information for key stakeholders is a detail that can be obtained before or after the meeting, but it does not help understand the needs or expectations of the stakeholders or the limitations of the current support process. References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

199. Frage

The customer service director at Universal Containers wants a self-service portal for customers using Experience Cloud. The director has a limited budget and wants the solution delivered before the end of the quarter.

After assessing several potential options, which solution should the business analyst recommend?

- A. The solution with the fastest implementation time
- **B. The solution with the highest business value**
- C. The solution with the lowest cost

Antwort: B

Begründung:

When recommending a solution, especially under constraints such as a limited budget and tight timeline, the focus should be on delivering the highest business value. This approach ensures that the chosen solution effectively addresses the most critical needs of the business, providing significant benefits that justify the investment. While cost and implementation time are important considerations, the primary goal is to enhance customer service and satisfaction through the self-service portal, thereby achieving strategic business objectives. Selecting the option that offers the most substantial impact on service quality and customer experience, even if it's not the cheapest or quickest, will provide long-term benefits to the organization.

200. Frage

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

Antwort: C

201. Frage

A business analyst (BA) at Northern Trail Outfitters is mapping a workflow process to onboard a new user group to a Service Cloud implementation.

Which level of detail should the BA use for the process map and why?

- A. Somewhat detailed-Since the process will be repetitive, new users will learn and remember the details.
- B. Very detailed-It should be prescriptive for new users following an unfamiliar process.
- C. Simple-A high-level overview of the process is sufficient to show a new user experience.

Antwort: A

Begründung:

The level of detail that the business analyst should use for the process map and why is somewhat detailed.

This is because the process map should provide enough information to guide new users through the onboarding process, but not overwhelm them with too much detail that may be irrelevant or unnecessary.

Since the process will be repetitive, new users will learn and remember the details over time, and they can always refer back to the process map if needed. The process map should include the main steps, decisions, inputs, outputs, and roles involved in the onboarding process, as well as any exceptions or variations. The process map should also use clear and consistent terminology, symbols, and notation to ensure readability and understanding. References:

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

202. Frage

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