

Salesforce

BA-201

Salesforce Certified Business Analyst

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Question: 1

Which users will be able to reset a Single Sign-On User Password?

- A. The SSO Manager
- B. Users above the SSO user in the role hierarchy.
- C. Only the Admin
- D. Admin and Users with the right permission sets.

Answer: C

Explanation:

Only the Admin can reset a Single Sign-On user password because they have the Manage Users permission. The SSO Manager, users above the SSO user in the role hierarchy, and users with the right permission sets cannot reset a Single Sign-On user password unless they also have the Manage Users permission.

https://help.salesforce.com/s/articleView?id=sf.users_password_reset.htm&type=5

Question: 2

Which element of the storytelling process for UX is described here: "A hurdle that makes it difficult for your heroes to succeed on their journeys."

- A. Challenge
- B. Monster
- C. Victory
- D. Helper

Answer: A

Explanation:

A challenge is an element of the storytelling process for UX that describes a hurdle that makes it difficult for your heroes to succeed on their journeys. A monster is an element of the storytelling process for UX that describes a person or thing that causes problems for your heroes. A victory is an element of the storytelling process for UX that describes a successful outcome for your heroes. A helper is an element of the storytelling process for UX that describes a person or thing that assists your heroes along their journeys.

<https://trailhead.salesforce.com/content/learn/modules/ux-design-fundamentals/understand-the-storytelling-process>

Question: 3

Which tool is used to create reports, incorporate filters and select the Report Type?

- A. Data Loader
- B. Report Builder
- C. A csv file that will then get imported.
- D. Report Composer

Answer: B

Explanation:

Report Builder is the tool used to create reports, incorporate filters and select the Report Type. Data Loader is a tool used to import and export data in Salesforce. A csv file is a file format that can be used to import or export data in Salesforce, but it is not a tool to create reports. Report Composer is not a valid tool in Salesforce.

https://help.salesforce.com/s/articleView?id=sf.reports_builder_overview.htm&type=5

Question: 4

Which permission is required to create, delete, refresh or activate a Sandbox?

- A. Sandbox Editor
- B. Environment Manager
- C. System Administrator
- D. Manage Sandbox

Answer: D

Explanation:

The Manage Sandbox permission is required to create, delete, refresh or activate a Sandbox. Sandbox Editor, Environment Manager, and System Administrator are not valid permissions in Salesforce. https://help.salesforce.com/s/articleView?id=sf.data_sandbox_manage.htm&type=5

Question: 5

Which Salesforce standard license can be given to someone who need access only identity services, such as single sign-on (SSO)?

- A. Identity Only
- B. Lightning Platform
- C. SSO License
- D. Salesforce License

Answer: A

Explanation:

Identity Only is the Salesforce standard license that can be given to someone who need access only identity services, such as single sign-on (SSO). Lightning Platform, SSO License, and Salesforce License are not valid standard licenses in Salesforce.

https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5

Question: 6

When creating a new User how can the Admin make sure a temporary password is generated?

- A. Select "Temporary Password and Confirmation Email Required"
- B. There are no temporary passwords available for setup of new users in Salesforce.
- C. Select "Generate Passwords and notify the user via email."
- D. This is a default feature, no setup required.

Answer: C

Explanation:

Selecting "Generate Passwords and notify the user via email." is how the Admin can make sure a temporary password is generated when creating a new User. Selecting "Temporary Password and Confirmation Email Required" is not a valid option when creating a new User. There are temporary passwords available for setup of new users in Salesforce. This is a default feature, but it requires setup by selecting the correct option.

https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

Question: 7

Which of the following User Management terms is best described by this definition: " Record created to identify a new employee that starts accessing Salesforce"

- A. Profiles
- B. Salesforce characters
- C. Users
- D. Roles

Answer: C

Explanation:

Users is the User Management term that is best described by this definition: "Record created to identify a new employee that starts accessing Salesforce". Profiles are User Management terms that define what users can do within an organization based on their job function and responsibilities. Roles are User Management terms that control data visibility and reporting hierarchy within an organization based on users' positions. Usernames are User Management terms that identify users when they log in to Salesforce.

https://help.salesforce.com/s/articleView?id=sf.users_def.htm&type=5

Question: 8

Which of the following User Management terms is best described by this definition: "Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem".

- A. Role
- B. User License
- C. Profile
- D. Username

Answer: B

Explanation:

User License is the User Management term that is best described by this definition: "Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem". Role is a User Management term that controls data visibility and reporting hierarchy within an organization based on users' positions. Profile is a User Management term that defines what users can do within an organization based on their job function and responsibilities. Username is a User Management term that identifies users when they log in to Salesforce. https://help.salesforce.com/s/articleView?id=sf.users_def.htm&type=5

Question: 9

What is the storage of the Developer Pro Sandbox?

- A. 300MB
- B. 200MB
- C. 2GB
- D. 1GB

Answer: D

Explanation:

The storage of the Developer Pro Sandbox is 1GB. 300MB, 200MB, and 2GB are not valid storage sizes for the Developer Pro Sandbox.

https://help.salesforce.com/s/articleView?id=sf.data_sandbox_environments.htm&type=5

Question: 10

Of the following Locale Settings, select which one CANNOT be selected when creating a new user.

- A. Time Zone
- B. Language
- C. Working Hours
- D. Locale

Answer: C

Explanation:

Working Hours is not a Locale Setting that can be selected when creating a new user. Working Hours are set at the organization level or at the resource level for scheduling purposes. Time Zone, Language, and Locale are Locale Settings that can be selected when creating a new user.

https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

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