

**Exam : BA-201**

**Title : Salesforce Certified  
Business Analyst**

**Version : DEMO**

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.

Reference: [https://help.salesforce.com/s/articleView?id=sf.users\\_password\\_reset.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_password_reset.htm&type=5)

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.

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

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.

Reference: [https://help.salesforce.com/s/articleView?id=sf.reports\\_builder\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_builder_overview.htm&type=5)

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.

Reference: [https://help.salesforce.com/s/articleView?id=sf.data\\_sandbox\\_manage.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_manage.htm&type=5)

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.

Reference: [https://help.salesforce.com/s/articleView?id=sf.users\\_license\\_types\\_available.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5)