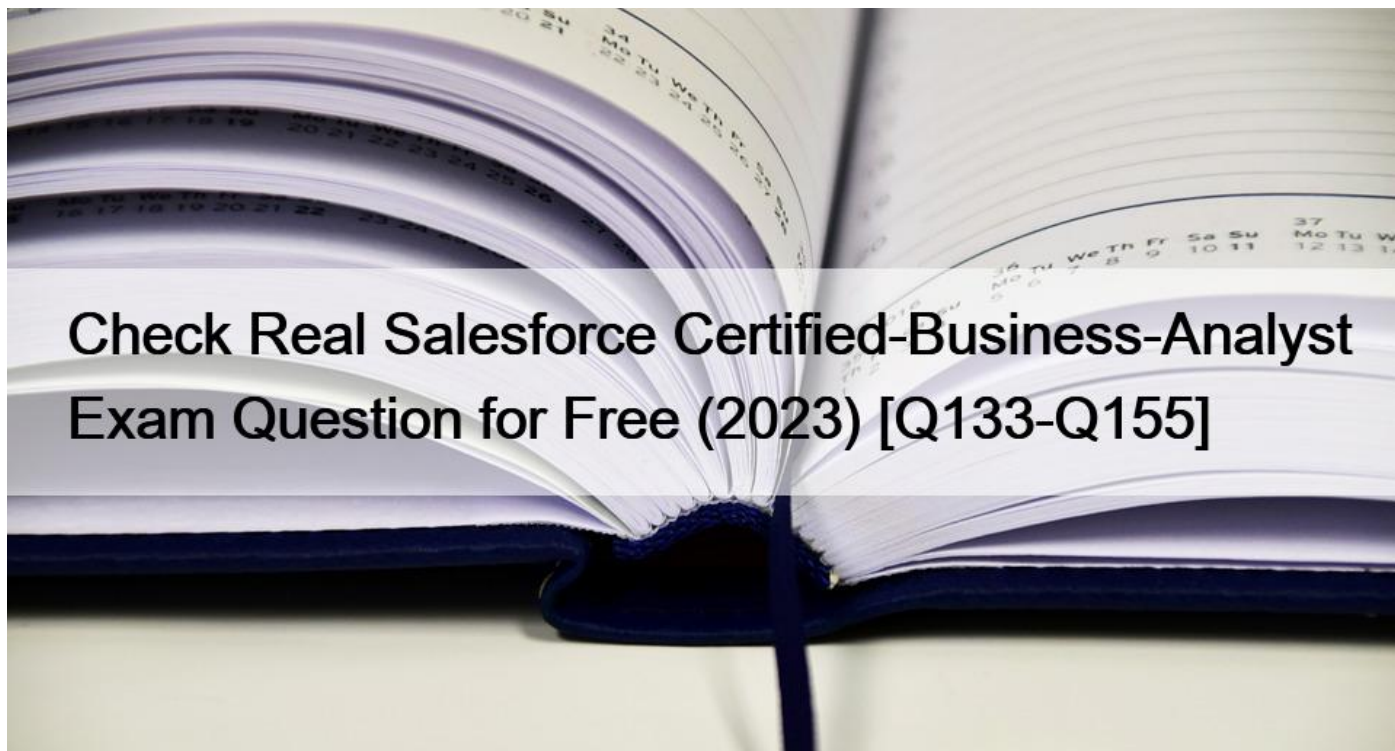


Check Real Salesforce Certified-Business-Analyst Exam Question for Free (2023) [Q133-Q155]



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Salesforce Certified-Business-Analyst Exam Syllabus Topics:

- TopicDetailsTopic 1- Discover how a customer is leveraging and benefiting from Salesforce products to establish the current state- Given a scenario, make a go- no-go release decision when new business or technical issues ariseTopic 2- Apply understanding of hierarchical process mapping to engage stakeholders at different levels of an organization- Apply governance on agreed future state processes to control scopeTopic 3- Define and prepare the User Acceptance Test plan to confirm the solution meets the business requirements- Demonstrate how to define the scope of a complex business process and break it down into manageable stepsTopic 4- Analyze and document a business process to elicit requirements and identify resources to visualize a future state- Document requirements in a version controlled repository to manage scope Topic 5- Understand and explain Business Analyst roles and responsibilities in different phases of the implementation lifecycle- Given a scenario, choose the most effective technique for eliciting business needs from stakeholdersTopic 6- Guide UAT and manage the results to determine whether the solution meets the requirements- Analyze the customer's Salesforce environment to identify opportunities and constraints

NEW QUESTION 133

A business analyst (BA) at Universal Containers has been assigned to a Salesforce project that will have an impact on more than 5,000 office locations across the globe. The BA needs to identify the people who can describe the business problem and provide

detailed requirements.

Which document should the BA use?

- * RACI chart
- * User stories
- * Stakeholder analysis

NEW QUESTION 134

The Salesforce development team is strictly following scrum to govern its releases. An executive trying to plan a vacation wants to know when work on the feature will begin so they can be available for additional implementation questions. After consulting with the product owner, the business analyst (BA) learns the team has decided to adopt Kanban instead for all future releases.

What should the BA tell the executive?

- * Work will begin after executive approval is given.
- * Work will begin in the next sprint.
- * Work will begin when capacity becomes available

NEW QUESTION 135

Universal Containers (UC) stores information about its containers in the standard Salesforce Product object. UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.

What should the business analyst review to learn more about the previous consultant's recommendation?

- * Entity Relationship Diagram (ERD)
- * System requirements specification
- * Change request logs

NEW QUESTION 136

Universal Containers has asked a business analyst (BA) to assist the sales management team with a request for a new picklist field called 'Lost Reason' on the Opportunity object with the goal of improving pipeline reports. After mapping the managers to the sales leader persona and obtaining feedback from them, the BA has discovered that the managers want to better understand Closed/Lost Opportunities so they can help sales teams close more deals.

Which option should the BA use to construct the user story?

- * As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates.
- * As a sales team member, I need additional enablement training and reporting information to help

the improve close rates.

- * AS a sales leader, I need a new 'Closed/Lost Reason' picklist field on Opportunities and better reports to help the sales team improve close rates.

NEW QUESTION 137

Does every application development lifecycle require the use of a sandbox for testing?

- * Yes
- * No

NEW QUESTION 138

The sales teams at Universal Containers (UC) want to add a custom field to a page layout. The IT manager reminds the business analyst (BA) that UC uses the Application Lifecycle Management (ALM) process. The addition of the custom field and subsequent release to everyone in the organization must follow this process.

What is the first step in the ALM process that should be taken?

- * Gather requirements and analyze them.
- * Obtain a change order from the customer.
- * Add a custom field to a page layout in a sandbox.

NEW QUESTION 139

The Salesforce project team at Cloud Kicks is about to start a project that crosses sales and service teams. The business analyst (BA) has been tasked with writing user stories with the teams in a workshop.

What should the BA keep in mind during the process?

- * User stories encourage iterative development.
- * User stories specify which technical components are impacted.
- * User stories are fixed upon stakeholder approval.

NEW QUESTION 140

From where can an Admin unlock a user?

- * Setup > Locked Users > Unlock
- * Users > Select user > Unlock
- * Setup > Object Manager > Users > Select User > Unlock
- * Users > Logins > Unlock Users

NEW QUESTION 141

Universal Containers is in the planning phase of a Salesforce project that will transform its retail locations.

The implementation team has had a difficult time determining the priorities and requirements of previous projects from people who would be directly impacted by the solution under consideration.

Which type of analysis should the business analyst recommend to ensure the implementation team avoids this challenge on the current project?

- * Persona analysis
- * Enterprise analysis
- * Stakeholder analysis

NEW QUESTION 142

The business analyst (BA) at Northern Trail Outfitters recently configured a feature on Opportunities for the sales team. The BA plans to gather feedback from a small group of end users before rolling out the feature to the entire company.

What should the BA do to present this information?

- * Share user stories about the feature.

- * Demo the new feature.
- * Create a feature manual.

NEW QUESTION 143

Universal Containers wants to build a simple activity capture process for leads. One of the objectives is to minimize technical debt and inherit new features of the Salesforce Platform in future releases.

What should the business analyst recommend to meet the requirements?

- * Standard object for activity capture, screen Flow user interface
- * Standard object for activity capture, custom Lightning Web Component user interface
- * Custom object for activity capture, custom Lightning web component user interface

NEW QUESTION 144

A business analyst (BA) at Northern Trail Outfitters is assigned to a project to help revamp the case management process. The BA has gathered requirements and finished the first draft of user stories.

What should the BA use to assess the quality of a user story?

- * INVEST checklist
- * Numerical framework
- * Gap analysis document

NEW QUESTION 145

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution."

Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- * The "who" of the user story is well-defined.
- * The "why" of the user story is focused on user needs.
- * The "what" of the acceptance criteria is negotiable.

NEW QUESTION 146

The project manager for a new project at Northern Trail Outfitters (NTO) wants the business analyst (BA) to obtain alignment on

goals and strategies across NTO's organization, using NTO's documentation, the BA begins to understand NTO's strategies but needs more information.

Which methodology should help the BA obtain the required information?

- * V2MOM (Vision, Values, Methods, Obstacles, Measures)
- * RACI (Responsible, Accountable, Consulted, Informed)
- * SMART (Specific, Measurable, Achievable, Relevant, Time-bound)

NEW QUESTION 147

The business analyst (BA) at Universal Containers has met with stakeholders and is using the waterfall methodology to capture requirements for Sales Cloud enhancements for a future product release.

What is the next step for the BA to take before build can begin?

- * Define the minimal viable product.
- * Get approval and signoff on the requirements.
- * Schedule sprint planning meetings.

NEW QUESTION 148

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

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

NEW QUESTION 149

The executive director of Universal Containers (UC) plans to purchase additional Salesforce licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the Journey mapping sessions to be tailored to the features and capabilities that are currently available in UC's Salesforce environment.

Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?

- * Organization edition and license type
- * Storage capacity and license type
- * Number of active users and license type

NEW QUESTION 150

Cloud Kicks needs to revamp its support process to improve the customer experience and has asked the Service Cloud team to collaborate with the business analyst (BA). The BA has scheduled an initial live process mapping session with all stakeholders and received the following calendar responses:

Stakeholder Role	Response
Expert Agent	Yes
Team Leader	Yes
Service Admin	No
Case Solver	Yes

What should the BA do?

- * Hold a one-on-one diagram session with each stakeholder before the workshop.
- * Proceed with the workshop as scheduled with the stakeholders who are available.
- * Cancel the workshop and reschedule it to a date when all stakeholders are available.

NEW QUESTION 151

The business analyst (BA) at Universal Containers is also its primary system admin. The BA knows that version is mandatory when it comes to releasing.

What is the most efficient process for the BA to track the changes they are committing?

- * Agile planning
- * DevOps
- * Metadata backups

NEW QUESTION 152

The service Center at Universal Containers is deploying a new case management solution. Management has asked the project team to prepare for end user training. The project team consists of an admin and a business analyst (BA).

Which task should be assigned to the BA?

- * Conduct user training.
- * Create user training materials.
- * Set up users for training.

NEW QUESTION 153

Northern Trail Outfitters is undergoing a Service Cloud implementation and has decided to use the Scrum methodology for the implementation. A business analyst (BA) received an urgent, high-priority change request in the middle of a sprint.

Which step should the BA take next?

- * Add the change request to the backlog to be prioritized for the next sprint.
- * De-prioritize some user stories and add the change request to the current sprint.
- * Begin working on the change request as soon as the team has capacity.

NEW QUESTION 154

A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.

What is the largest risk with this approach?

- * The previous VP's requirements fail to meet current formatting standards.
- * The previous VP's requirements may differ from those of the new executive.
- * The previous VP's requirements are outside of the Salesforce framework.

NEW QUESTION 155

A project is in the user acceptance testing phase of a Sales Cloud implementation at Universal Containers. The business analyst (BA) is coordinating the test case execution and supporting the testers. One of the testers fails a test case because they were unable to see a custom field identified in the directions. The BA has reviewed the details of the failed test case and compared the expected outcome to the requirements.

What should the BA do next?

- * Assign the test case to another tester.
- * Assign a bug to the development team.
- * Attempt to reproduce the issue.

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