

Download Salesforce Certified-Business-Analyst Mock Test Study Material [Q163-Q177]



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Certified-Business-Analyst Questions Prepare with Learning Information

QUESTION 163

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.

Explanation

One thing that user stories help the business analyst do is encourage iterative development. Iterative development is an approach that breaks down a project into smaller cycles or iterations, each delivering a working piece of functionality or value to the user. User stories are well suited for iterative development because they are concise, focused, and prioritized based on user needs and value. User stories help to deliver features faster and more frequently, while allowing for feedback and changes along the way.

References: <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories>

QUESTION 164

Cloud Kicks (CK) plans to establish a Center of Excellence (CoE).

How will CK benefit from using a CoE to define the long-term vision for its Salesforce org?

- * CK will be better able to prioritize across teams and streamline processes.
- * CK will get insights to current business processes.
- * CK will develop a process to gather feedback from end users regularly.

Explanation

The benefit of using a Center of Excellence (CoE) to define the long-term vision for its Salesforce org is that CK will be better able to prioritize across teams and streamline processes. A CoE is a group of people who provide leadership, guidance, and best practices for a specific area of focus or expertise. A CoE can help CK establish a long-term vision and strategy for its Salesforce org by aligning its goals and objectives with its business needs and capabilities, prioritizing its initiatives and projects across different teams or departments, streamlining its processes and workflows to optimize efficiency and effectiveness, and ensuring quality and consistency in its Salesforce implementation. Getting insights to current business processes may be an outcome of using a CoE, but not a benefit of defining the long-term vision for its Salesforce org. Developing a process to gather feedback from end users regularly may be an outcome of using a CoE, but not a benefit of defining the long-term vision for its Salesforce org. References:

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

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

QUESTION 165

The sales team at Universal Containers has concerns that the process for distributing new leads is too slow.

The VP of sales has engaged a business analyst (BA) to help map out a process to distribute new leads quickly.

The BA sets up a meeting with stakeholders and learns a stakeholder already has a solution in mind.

What should the BA do next?

- * Implement the solution now to save time in the planning phase.
- * Ask the stakeholder to demo their solution to the project team.
- * Gather requirements and then note the proposal solution.

QUESTION 166

A business analyst (BA) is working with stakeholders at Universal Containers to walk through a potential solution for the lead routing and qualification process. The solution will include automated and manual features.

Which artifact should help the BA illustrate the vision of a solution to stakeholders?

- * Detailed user stories with technical documentation about the existing process

- * Annotated process flows with modifications to an existing process
- * Collected pain points from people who follow the existing process

Explanation

Annotated process flows are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:

Annotated process flows are process flows that include additional information, such as notes, comments, and explanations.

Modifications to an existing process are changes that are made to an existing process.

Stakeholders are people who have an interest in the success of a project.

In conclusion, annotated process flows with modifications to an existing process are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

An artifact that can help the business analyst illustrate the vision of a solution to stakeholders is annotated process flows with modifications to an existing process. Annotated process flows are diagrams that show how a process works step by step, with notes or comments that explain the logic or rationale behind each step. They can help the business analyst show how the lead routing and qualification process will change or improve with the new solution, and invite feedback or validation from stakeholders. Detailed user stories with technical documentation about the existing process are artifacts that can help the business analyst capture the requirements or specifications of the new solution, but not illustrate the vision of it. Collected pain points from people who follow the existing process are artifacts that can help the business analyst understand the problems or needs of the end users, but not illustrate the vision of the solution. References:

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

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

QUESTION 167

As part of the digital transformation at Cloud Kicks, company leaders have decided to adopt Service Cloud as its CRM platform for customer service and support. Executive directors are supportive of the initiative, but end users are unconvinced and prefer to remain on the current platform.

What should the business analyst do to gain the end users' cooperation?

- * Respond to end users with empathy and accommodate their needs; translate the end users' needs into technical requirements; and deliver the project to the developers to implement the solution.
- * Use an assertive influencing style; demonstrate authority and expertise; outline the project objectives; and make sure end users know that the decision has been made and the time to make changes has passed.
- * Identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams.

Explanation

The best way for a business analyst to gain the end users' cooperation is to identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison

between business and technical teams. This will help them understand their needs and expectations, demonstrate value and benefits, and facilitate communication and feedback.

Responding to end users with empathy and accommodate their needs; translating the end users' needs into technical requirements; and delivering the project to the developers to implement the solution may be too reactive or passive without addressing the root causes of resistance or ensuring alignment. Using an assertive influencing style; demonstrating authority and expertise; outlining the project objectives; and making sure end users know that the decision has been made and the time to make changes has passed may be too aggressive or authoritative without building trust or rapport.

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

QUESTION 168

The business analyst (BA) at Universal Containers needs to gather information for their project including the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process.

Which elicitation technique should the BA use?

- * Journey Mapping
- * Survey / Questionnaire
- * Focus Groups

QUESTION 169

The product owner at Cloud Kicks wants to know which user stories fail user acceptance testing (UAT) and the potential impact on other successful use stories. Currently, user stories are stored in a shared spreadsheet.

What should a business analyst recommend to ensure UAT results are documented securely?

- * Give all stakeholders the ability to edit the shared spreadsheet.
- * Ask each tester to admit share spreadsheet.
- * Enable history in the shared spreadsheet.

Explanation

This answer states that enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely after receiving verbal acceptance of all user stories by the product owner for developing a new Commerce Cloud implementation at CK. History is a feature that allows users to view, restore, or compare previous versions of a document or a file. Enabling history in the shared spreadsheet means that the BA turns on this feature in the spreadsheet where user stories are stored, such as Google Sheets, Microsoft Excel, etc. Enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely because it helps the BA to track and record who made what changes to user stories and when, and to prevent or recover any accidental or unauthorized changes to user stories.

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

QUESTION 170

A business analyst (BA) is creating a business flowchart to review with a customer service team that is using Service Cloud. The team is organized by the products and the regions they support.

Which step should the BA include in the business flowchart?

- * Capture decision steps and different outcomes.

- * Illustrate which fields are integrated with an external system.
- * Set limits to the scope that will be documented.

Explanation

The step that the BA should include in the business flowchart is to capture decision steps and different outcomes. Decision steps are points in the process where a choice or condition needs to be evaluated, and different outcomes are possible depending on the result of the evaluation. Capturing decision steps and different outcomes helps to show the logic and flow of the process, and account for different scenarios or exceptions that may occur. The other options are either irrelevant or incomplete. Option B does not relate to the business flowchart, but rather to the data model or integration design. Option C does not specify what limits to set or how to document them. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/create-a-process-m>

QUESTION 171

The sales team at Cloud Kicks is rolling out a new sales methodology. To incorporate the requested changes, the business analyst working with the technical team identifies several integrations that touch the Opportunity object and could be impacted by the changes. The project manager wants the solution to include unit testing, code reviews, and functional testing.

What does the project team need to agree upon to ensure the work is ready to be deployed?

- * Entity relationship diagram
- * Definition of done
- * User acceptance criteria

QUESTION 172

Universal Containers is implementing a Salesforce solution that's designed to transform its customer service division. During sprint planning, it was determined that the development team would be able to successfully deliver all remaining work items. However, due to unplanned delays, the development team is now at risk of being unable to complete the work items.

Work Item	User Story	Epic	Priority	Effort
US-4007	Case Closure Action	Case Closure	High	12 hours
US-4008	Case Reason Reports	Case Reports	Medium	12 hours
US-4009	Case Age Reports	Case Reports	Medium	4 hours
US-4010	Case Routing by Type	Case Routing	Low	12 hours

The project manager has asked for the business analyst's (BA) help to prioritize the remaining work items.

The development team has 16 hours of capacity remaining and is focused on launching a minimum viable product (MVP) of the customer service solution as soon as possible.

Which work items should the BA prioritize with the remaining 16 hours of development capacity?

- US-4008 and US-4009
- * US-4008 and US-4009
 - * US-4007 and US-4009

* US-4009 and US-4010

QUESTION 173

The business analyst (BA) is preparing for the initial requirements gathering workshops with Cloud Kicks on a new Sales Cloud project. The BA has identified the stakeholders, reviewed the project scope, and scheduled each workshop.

Which key steps should the BA take next?

- * Identify persona, document the current state, and purpose the future state.
- * Document the current state, offer a survey to stakeholder, and propose the future state.
- * Document the current state, email it to attendees with an agenda, and propose the future state.

Explanation

This answer states that identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop for preparing for the initial requirements gathering workshops with CK on a new Sales Cloud project. Personas are fictional characters that represent the typical users or customers of a product or a service. Current state is how a business process or a system works or operates at present. Future state is how a business process or a system should work or operate in the future. Identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop because they help the BA to understand and empathize with the users or customers of Sales Cloud, to analyze and document the existing problems or issues with Sales Cloud, and to suggest and validate possible solutions or improvements for Sales Cloud.

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

QUESTION 174

The development team at Universal Containers is reviewing several stories to be added to the current sprint.

The team is having trouble with a particular story about an Opportunity email alert and is unsure about which type of testing is needed.

What should the business analyst review and revise to provide more clarity to the team?

- * Definition of done
- * User persona
- * Acceptance criteria

Explanation

The document that the BA should review and revise to provide more clarity to the team is acceptance criteria.

Acceptance criteria are statements that define what conditions or requirements must be met for a user story or sprint to be accepted by the user or stakeholder. Acceptance criteria help to clarify the scope, functionality, and quality of the user story or sprint, provide a basis for testing and validating the work done, and ensure that it meets the user's needs and expectations. By reviewing and revising acceptance criteria for the user story about an Opportunity email alert, the BA can provide more clarity to the team about what type of testing is needed. References: <https://trailhead.salesforce.com/en/content/learn/modules>

QUESTION 175

Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future.

What should the BA do next?

- * Proceed with the sales team's project as planned.
- * Start project work for the operations team.
- * Include the operations team during discovery.

Explanation

When a business analyst learns that another team also needs email integration in the near future, they should include that team during discovery. This is because including all relevant stakeholders early in the project can help to identify common needs, avoid duplication of work, leverage synergies, and deliver value faster. The business analyst should invite the operations team to participate in discovery activities such as interviews, surveys, workshops, observations, etc., and capture their requirements, expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise.

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

QUESTION 176

The business analyst at Universal Containers is writing user stories to support the Salesforce implementation for the sales operations division.

There is a request for visibility into sales rep's pipeline so that can see their revenue.

Which missing component is necessary to finish this user story?

- * Who
- * Why
- * When

QUESTION 177

Northern Trail Outfitters is Updating Its customer portal built on Experience Cloud. The team has drafted a user story:

As a customer, I want to be able to chat with a support agent and view my account, see my orders, and ask questions via the customer port.

What should a business analyst do to improve this user story?

- * Estimate how long it will take the technical team to complete the story.
- * Include specific information about potential Salesforce solutions.
- * Adjust the goal of the user story to be independent.

Most Reliable Salesforce Certified-Business-Analyst Training Materials:

https://www.test4engine.com/Certified-Business-Analyst_exam-latest-braindumps.html