VCEûp

Exam Code: Certified Business Analyst

Exam Name: Salesforce Certified Business Analyst

Website: https://VCEup.com/
Team-Support: https://VCEplus.io/

Question No: 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

Question No: 2

Is the following a benefit of implementing Process Mapping? Spot and resolve flaws in the project early on.

A. No

B. Yes

Answer: B

Question No: 3

Passwords CAN be reset using the Salesforce mobile app.

A. TRUE

B. FALSE

Answer: B

Question No: 4

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

Question No: 5

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

Question No: 6

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

Question No: 7

Is the following an Agile Principle: "Stick to a plan generated in the early stages of the process."

A. Yes

B. No

Answer: B

Question No: 8

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

Question No: 9

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

Question No: 10

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

Question No: 11

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

Question No: 12

What is the storage of the Developer Pro Sandbox?

A. 300MB

B. 200MB

C. 2GB

D. 1GB

Answer: D

Question No: 13

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

Question No: 14

Should the following item be included in a UX Research Plan? Advanced Prototype

A. No

B. Yes

Answer: A

Question No: 15

In what phase of the four application lifecycle milestones does this action belong? Communicate Changes, Update Profiles and Communicate end of Changes.

A. Build

B. Deploy

C. Test

D. Plan

Answer: B

Question No: 16

Up to how many Profiles can a User have?

A. Up to 3

B. The Administrator can have up to 3, normal users only 1.

C. As many as required.

D. Only 1

Answer: D

Question No: 17

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

A. Yes

B. No

Answer: B

Question No: 18

Which User access and sharing features would you use for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email.

A. 2 FA

B. Single Sign-On

C. Email Proof

D. Login Link

Answer: D

Question No: 19

From where can an Admin unlock a user?

A. Setup > Locked Users > Unlock

B. Users > Select user > Unlock

C. Setup > Object Manager > Users > Select User > Unlock

D. Users > Logins > Unlock Users

Answer: B

Question No: 20

Which of the salesforce app providers will be able to unlock a locked user with their phones?

A. All of them.

B. iOS (App Store)

C. Only those that download the app from the App Exchange.

D. Android (Google Play)

Answer: B

Question No: 21

In which of the following app markets CANT the Salesforce App be found?

A. Google Play

B. AppExchange

C. App Store

Answer: B

Question No: 22

True or False? Knowledge Users will be able to edit and create new Knowledge Articles from the Mobile App.

A. TRUE

B. FALSE

Answer: B

Question No: 23

What is used to declaratively move metadata from one environment to another?

A. Data Loader

B. Change Sets

C. Import Wizard

D. Ant Migration

Answer: B

Question No: 24

What are the business analyst's responsibilities during the analyze phase of the Salesforce implementation lifecycle?

A. Complete testing, build training materials, and elicit requirements for the next iteration.

B. Create a data dictionary, write end user documentation, and review test scripts.

C. Gather business requirements;, create process maps, and write user stories.

Answer: C

Question No: 25

Northern Trail Outfitters (NTO) has acquired a competitor. The agreement is to migrate the acquired company into NTG's Technological Platforms. One of its challenges is to offer a unified customer experience while strengthening the relationship with its customers. The business analyst (BA) has been asked to translate the business objectives and assemble an improved and standard customer experience.

Which strategy should the BA use to accomplish the goal?

A. Understand business objectives, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.

B. Understand business objectives, define the intention and audience, lead a journey mapping workshop, find opportunities for improvement, and update the journey map.

C. Understand business objectives, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.

Answer: A

Question No: 26

A business analyst (BA) is compiling a list of subject matter experts to consult throughout the discovery for a new Service Cloud implementation.

What is the primary value of the BA speaking with customer service reps?

A. Validating current processes

B. Estimating the project cost

C. Building solution design consensus

Answer: A

Question No: 27

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

A. A business process model

B. A persona journey map

C. A collection of use cases

Answer: A

Question No: 28

Northern Trail Outfitters is starting a project to implement Service Cloud for the customer service department.

Which activity should be handled by a business analyst assigned to this project?

A. Work with Salesforce to purchase the necessary licenses.

B. Manage existing Salesforce applications and activities.

C. Understand current business processes and document existing functionality.

Answer: C

Question No: 29

A business analyst has been tasked with leading prototype efforts for a Salesforce project.

What is a prototype?

A. A model of a final proposed product

B. A first pass, simple sketch of an idea

C. A polished, proven solution

Answer: B

Question No: 30

A new business analyst (BA) wants to follow the correct order of phases in the implementation lifecycle on a Salesforce project.

How should the BA approach the project?

A. Analyze, build, operate, deliver

B. Analyze, build, deliver, operate

C. Analyze, operate, build, deliver

Answer: B

Question No: 31

A business analyst is using storytelling to communicate the vision for a Salesforce solution to business stakeholders.

Which storytelling technique should the BA use in their initial demo of a solution to business stakeholders?

A. Highlight a perspective from testing feedback that identifies bugs and pain points in their business challenges.

B. Give a perspective from a relatable persona that shows the development team can solve their business challenges.

C. Describe a perspective from the business requirements document that addresses architectural concerns based on their business challenges.

Answer: C

Question No: 32

Northern Trail Outfitters (NTO) plans to significantly grow its workforce and wants to increase the overall security of its Sales Cloud instance. NTO has previously implemented a complex security solution with organization wide defaults, criteria-based sharing rules, and dozens of user profiles.

NTO has asked a business analyst (0A) for recommendations on how to proceed.

Which aspect of a potential solution is most important for a BA to consider?

A. User adoption

B. Scalability

C. System downtime

Answer: C

Question No: 33

Cloud Kicks (CK) has expressed concerns about the distribution process for a new line of shoes, because the company consistently misses its targeted delivery dates. CK asks the business analyst

(BA) to uncover the issue and propose a business solution.

What should the BA do next?

A. Review future state distribution processes for CK.

B. Explore how retailers similar to CK handle distribution.

C. Shadow an operations team member at the CK distribution facility.

Answer: C

Question No: 34

Northern Trail Outfitters (NTO) has moved its inventory systems to Salesforce to track the clothing it manufactures and sells. As a part of this project, NTO wants to implement several features which will also improve how its inventory is restocked. In order to manage the discovery phase of the project, the project team plans to hire a business analyst (8A).

What should a BA do to be successful during the first phase of the project?

A. Elicit requirements, build automation, and deploy a solution,

B. Architect a solution, configure a sandbox, and build a proof of concept.

C. Elicit requirements, create flows and process diagrams, and understand business analytics.

Answer: C

Question No: 35

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. Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.

B. Ask the project manager for an additional resource to implement the new requests.

C. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.

Answer: C

Question No: 36

Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue tasks. The manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

A. Brainstorming and prototyping
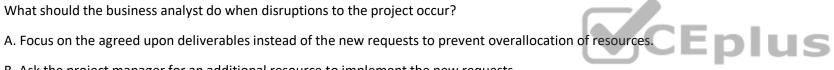
B. Observation and interviewing

C. focus groups and workshops

Answer: C

Question No: 37

The Sen/ice Center at Universal Containers (UC) uses Service Cloud and Experience Cloud to manage its customer case lifecycle. UC wants to limit the number of interactions a customer has during the lifecycle. The project leader has asked the business analyst (BA) to visually illustrate the lifecycle.

Which document should the BA create?

A. Journey Map

B. Heat Map

C. Process Map

Answer: C

Question No: 38

Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction.

What should the business analyst do to help the team work together more effectively?

A. Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders

B. Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.

C. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success

Answer: A

Question No: 39

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?

A. 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.

B. 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.

C. 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.

Answer: C

Question No: 40

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

Answer: C

Question No: 41

A business analyst (BA) at Northeren Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sale users in various locations have been identified to participate.

Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

A. Demo prototype

B. Virtual whiteboard

C. One-on-one meetings

Answer: A

Question No: 42

The business analyst (0A) 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?

A. Define the minimal viable product.

B. Get approval and signoff on the requirements.

C. Schedule sprint planning meetings.

Answer: C

Question No: 43

Universal Containers (UC) is wording with an implementation partner to help it optimize Salesforce.

A new business analyst (BA) from the partner was introduced to UC stakeholders a few weeks into the project The BA is getting to know each of the stakeholders by their roles and contributions.

However, the BA had one misstep and is slightly embarrassed.

What should the BA do to build trust with the stakeholders?

A. Be vulnerable and own their mistake.

B. Promise to work harder to avoid other mistakes.

C. Ask their supervisor for help immediately.

Answer: A

Question No: 44

Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.

Which elicitation technique should the business analyst use to help the team meet its goal?

A. Prototyping

B. Brainstorming

C. Observation

Answer: C

Question No: 45

Cloud Kicks (CK) wants to enhance the user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. CK has a vision for the future state, but needs to understand how to achieve it. A business analyst (BA) has been assigned to help with this goal.

Which type of document should the BA use to meet the requirement?

A. Change management

B. Use case

C. Gap analysis

Answer: B

Question No: 46

The Salesforce team at Cloud Kicks (CK) is reviewing the sales team's business processes. During a review session, the business analyst notices that quantifiable benchmarks have yet to be established.

Why is it a best practice to establish benchmarks to evaluate existing processes?

A. Proves processes are out of date and require a new solution

B. Compares processes against CK's closest competitors

C. Shows tangible impact from changes to processes

Answer: C

Question No: 47

The scrum team working on Salesforce projects at Northern Trail Outfitters plans to review the current build with stakeholders to gather feedback. The business analyst will facilitate the meeting.

Which type of meeting should be held?

A. Retrospective

B. Daily stand-up

C. Sprint review

Answer: A, C

Question No: 48

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?

A. Share user stories about the feature.

B. Demo the new feature.

C. Create a feature manual.

Answer: B

Question No: 49

Cloud Kicks (CK) wants its sales team to use Sales Cloud to decrease its lead conversion time. The business analyst (BA) will analyze and break down CK's typical sales cycle.

How can process mapping help the BA get started on this project?

A. It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement.

B. It can model changes in the current customer experience, analyze each change's potential for impact, and help visualize potential improvements in the sales cycle in advance of the solution design.

C. It can display complex ideas in a consistent format, highlight blockers and impediments to help stakeholders quickly assess issues in the sales cycle, and see the project timeline at a glance.

Answer: C

Question No: 50

Universal Containers has kicked off a project focused on transforming its customer service department using Service Cloud. During onboarding, the project manager shared the following process maps with the business analyst (BA):

Case Creation

• Case Triage

• Case Assignment

• Case Management

• Case Closure

Which key attributes should the BA look for when reviewing the process maps?

A. Audiences, scope, inputs, outputs, and resources

B. Cost, timeline, risks, requirements, and opportunities

C. Case sources, types, volumes, priorities, and reasons

Answer: C

Question No: 51

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?

A. Detailed user stories with technical documentation about the existing process

B. Annotated process flows with modifications to an existing process

C. Collected pain points from people who follow the existing process

Answer: B

Question No: 52

The business analyst (BA) at Cloud Kicks has been asked to map the current sales process in Sales Cloud to document legal compliance with local privacy regulations, which can differ based on the state or country of a data transaction.

Which activity would be most effective in helping the BA understand the sales process?

A. Using live workshops to map out the sales process

B. Asking stakeholders to complete a questionnaire

C. Conducting individual interviews with stakeholders

Answer: B

Question No: 53

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?

A. RACI chart

B. User stories

C. Stakeholder analysis

Answer: A

Question No: 54

A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process.

What are the top three benefits of creating a process map?

A. Engages stakeholders, identifies improvements, and starts the change process

B. Builds accountability, increases revenue, and decreases overall time spent on requirements

C. Identifies improvements, decreases project costs, and starts the change process

Answer: A

Question No: 55

The business analyst (BA) implementing Salesforce at Cloud Kicks is interacting with many different people throughout the company. Some of the subject matter experts (SMEs) are difficult to engage, and the BA is struggling to get the information they need.

What should the BA do when they find it difficult to get a response?

A. Put extra effort into following up with the SMEs.

B. Limit effort to contact the unresponsive SMEs.

C. Escalate the concern to the SMEs' manager.

Answer: C

Question No: 56

A business analyst (BA) at Universal Containers (UC) has been asked to evaluate a business process at a high level and in detail, while also keeping regulatory considerations in mind. Management wants to use the output from the BA's evaluation to inform decisions about UC's future implementations of Sales Cloud and Service Cloud.

What should the BA use for their evaluation?

A. Cross-functional flowchart

B. Entity Relationship Diagram (ERD)

C. Universal Process Notation (UPN)

Answer: A

Question No: 57

Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource.

What does an activity box marked "C Customer' mean?

A. The customer should be responsible.

B. The customer should be informed.

C. The customer should be consulted.

Answer: C

Question No: 58

Universal Containers (UC) has chosen to implement Sales Cloud and Service Cloud to increase revenue and remove bottlenecks in its current processes. A business analyst (BA) is tasked with diagramming business processes.

What should the BA do to successfully meet governance requirements to identify the business purpose?

A. Use UC's existing terminology.

B. Adhere to agreed upon mapping standards.

C. Identify resources engaged in each step.

Answer: C

Question No: 59

The business analyst (BA) at Northern Trail Outfitters needs to create a current state process map for a Service Cloud implementation with its retail division. The BA needs a simple diagramming notation for the process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations.

Which diagramming notation should the BA use for the process map?

A. Business Process Modeling Notation (BPMN)

B. Universal Process Notation (UPN)

C. Unified Modeling Language (UML)

Answer: C

Question No: 60

At the start of a new Agile development project, the Universal Containers' product owner asked the business analyst (BA) to clearly define the intended results of the work based on stakeholder needs.

The development and implementation teams will use the intended results to plan product decisions.

The definition should avoid assumptions and focus on stakeholder value.

Which element should the BA choose to define the intended results?

A. Requirements

B. User stories

C. Epics

Answer: B

Question No: 61

Universal Containers recently kicked off a project to build an Experience Cloud solution for partners.

Partners need to upload their monthly sales reports to this account portal.

Which option should the business analyst use as the functional requirement specification?

A. Partners need to submit monthly sales reports.

B. The portal should allow for partners to upload monthly sales reports.

C. The portal should allow for partners to access monthly sales reports.

Answer: B

Question No: 62

While working on a new Sales Cloud feature request for the sales team at Northern Trail Outfitters, the business analyst (BA) uncovers a workflow which could have an impact on the service team. The sales director assures the BA that the impact to service would be minimal.

Which step should the BA take next?

A. Review the effort and impacts with the service team, and work to align requirements across the teams.

B. Continue with the effort as defined by sales and add a backlog item to review the service impacts in the future.

C. Prioritize the effort as defined by sales and ask the director to review any service impacts. .

Answer: A

Question No: 63

The North American (NA) sales team wants to add a set of new fields and delete several fields from the Account object. During requirements gathering, the business analyst (BA) discovers the fields are actively being used by the EMEA team.

Which step should the BA take next?

A. Refine the requirements to accommodate, both teams.

B. Focus on the NA team's requirements.

C. Start another project to address the EMEA team's requirements.

Answer: A

Question No: 64

Universal Containers wants to integrate its Salesforce org with the largest online professional network so its sales reps can view information directly on Salesforce records. The business analyst will write acceptance criteria for this scenario.

What is an example of good acceptance criteria?

A. A sales rep can view current information directly in the Lead and Contact records.

B. A sales rep needs to have the CRM widget installed in the Lead and Contact Record Page Layout.

C. Install a CRM widget to allow sales reps to view information in the Lead and Contact records.

Answer: C

Question No: 65

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?

A. Proceed with the sales team's project as planned.

B. Start project work for the operations team.

C. Include the operations team during discovery.

Answer: A

Question No: 66

Universal Containers is about to kick off a new Salesforce implementation, bringing both sales and service teams onto the platform. Each team has been managing Accounts and Contacts in their own way even though the Accounts and Contacts are shared between the teams. This has resulted in disagreements about what should be built in Salesforce.

Which groups should the business analyst work with to gain full alignment on a common program vision and strategy?

A. Business leaders, middle management, and end users

B. Senior leadership, IT leadership, and middle management

C. Executive sponsors, IT leadership, and end users

Answer: B

Question No: 67

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?

A. Work will begin after executive approval is given.

B. Work will begin in the next sprint.

C. Work will begin when capacity becomes available

Answer: A

Question No: 68

Cloud Kicks has moved into the quality assurance (QA) phase of Salesforce product configuration and extension. The QA team is now trying to confirm it has delivered value to stakeholders based on business requirements. The team is asking questions such as, "Did we build the right product?'' and "Did we build the product right?" Which element should the business analyst use to help the QA team validate that the product fulfilled the requirements without ambiguity?

A. Process maps

B. User stories

C. Acceptance criteria

Answer: C

Question No: 69

Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The busjpess analyst is currency working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

As part of the Application lifecycle Management (ALM) process, which three development models does Salesforce support?

A. Change Set Development, Org Development, Package Development

B. Rapid Application Development, Org Development Package Development

C. Salesforce DX, Flow Builder, Rapid Application Development

Answer: C

Question No: 70

The business analyst (BA) at Northern Trail Outfitters is writing user stories about a Case creation feature within Service Cloud for an upcoming sprint. This feature overlaps with another feature that is being developed in the current sprint. The BA is working with the technical team to identify metadata dependencies across features to prevent overwriting before the release.

What should the BA use?

A. Setup Audit Trail

B. Change Sets

C. Version control

Answer: C

Question No: 71

The business analyst (BA) at Universal Containers (UC) wants to understand why UC failed to meet a deployment date for its product go live while following the Agile process. According to the BA's research, the developers lacked a sense of the work in progress and the intended goal of that work, and the QA team was unable to clearly test the functionality based on a given persona.

Which step should the BA take next?

A. Create a SWOT (Strength, Weakness, Opportunity, Threat) analysis to understand why development and testing took more time.

B. Move the deployment date out so the teams have more time to work.

C. Review the user stories to ensure they are small, testable, and valuable.

Answer: A

Question No: 72

A business analyst (BA) at Northern Trail Outfitters was asked to create a new user story for a Sales Cloud update requested by the inside sales team. The BA created the following story:

"As a user, I need visibility to customers' purchase history details so I can increase efficiencies and improve closure rates by better tailoring sales offerings." Which mistake did the BA make when creating this story?

A. The goal is undefined.

B. The persona is undefined.

C. The need is undefined.

Answer: B

Question No: 73

A business analyst (BA) at Northern Trail Outfitters has been asked to prepare documentation including acceptance criteria and definition of done for a Heroku project.

Which way should the BA approach creation of this documentation?

A. Include the personal perspective for acceptance criteria and the overall perspective for definition of done.

B. Create one consolidated set of documentation as the two terms are synonymous and used interchangeably.

C. Include the overall perspective for acceptance criteria and the persona's perspective for definition of done.

Answer: A

Question No: 74

Northern Trail Outfitters (NTO) has completed a project with a third-party event organization platform to enhance its MVP Experience Site. Many features were left in the project backlog. NTO's IT team is beginning a new phase of work on the Experience Site to build additional features requested by business stakeholders and wants to include the items that were left in the backlog in the first phase.

How should the business analyst coordinate the user stories to most efficiently manage the new project timeline?

A. Include existing and new user stories to be completed within the duration of the project. Hire additional developers to accommodate both work streams to prevent delays within the schedule sprints.

B. Reprioritize existing and new user storks to place the stories into each sprint of the project. Return an equivalent: amount of lower priority work to the project backlog,

C. Prioritize user stories for the new enhancements for the initial sprints of the project to accommodate business stakeholder requests. Complete existing user stories in the final sprint of the project.

Answer: B

Question No: 75

The business analyst at Cloud Kicks is using a checklist to assess the quality of user stones for an upcoming Experience Cloud implementation.

Which characteristics make a user story successful?

A. Clean Direct, Concise, Cross Functional, Configurable

B. Actionable., Concise, Testable, Solution-oriented, Defined

C. Independent, Negotiable, Valuable, Estimable. Small, Testable

Answer: C

Question No: 76

The business analyst is working with a stakeholder on a Salesforce project. The stakeholder needs an approval process on contract submissions. Sales managers want to see all contracts when the discount is greater than 20%. They will decline any contracts with a discount that is greater than 25%, but they want visibility into other highly discounted contracts.

Which acceptance criteria is the most effective for this scenario?

A. A sales manager wants to be notified when a contract has been submitted with a discount greater than 20% so the manager can approve or decline a discounted price.

B. Users in a sales manager role should have access to a button on contracts to click to approve or decline a contract with a discounted price of 2G% or more.

C. A sales manager wants to be able to approve contracts with a large discount and they need a validation rule related to contract discounts greater than 25%

Answer: C

Question No: 77

The business analyst at Universal Containers is helping the team transition from workflow rules to flows. The work has been built and it is time to kick off user acceptance testing (UAT).

What is the goal of UAT?

A. To ensure what was originally requested is being delivered 8

B. summarize the overall ask and determine what is in scope

C. To identify acceptance criteria with pass/fail indicators

Answer: A

Question No: 78

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?

A. Estimate how long it will take the technical team to complete the story.

B. Include specific information about potential Salesforce solutions.

C. Adjust the goal of the user story to be independent.

Answer: B

Question No: 79

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?

A. User stories encourage iterative development.

B. User stories specify which technical components are impacted.

C. User stories are fixed upon stakeholder approval.

Answer: B

Question No: 80

During a sprint grooming session for the Sales Cloud implementation at Cloud Kicks, the development team mentions the step "Code Review by Technical Architect" listed within the acceptance criteria needs to be adjusted.

Which location should the business analyst move this item to?

A. Project plan

B. Definition of done

C. Pull request template

Answer: A

Question No: 81

The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

A. Associate each set of metadata -changes to the corresponding user story.

B. Provide detailed test cases to validate the functional requirements

C. Involve the stakeholders in the business requirements gathering sessions.

Answer: A

Question No: 82

A group of business analysts (BA) at Universal Containers have been working with different teams of stakeholders on eliciting requirements for a new Salesforce app. The BAs have gathered and documented all of the information in a central location. Upon review of the requirements, the BAs discovered that changes made to the documentation were overwritten by each other, and they will lose time recapturing them.

What should the BAs do differently to prevent this error from happening?

A. Each BA should use their own separate documentation,

B. Each BA should enter their business needs in a shared spreadsheet,

C. Each BA should use a shared system that has version control.

Answer: C

Question No: 83

The business analyst (BA) at Northern Trail Outfitters is writing user stories for a Service Cloud implementation.

In which order should the BA arrange the three components of a user story?

A. I want <xyz>, as a <xyz>, so that <xyz>

B. As a <xyz>, I want <xyz>, so that <xyz>

C. I want <xyz>, so that <xyz>, for a <xyz>

Answer: B

Question No: 84

Universal Containers is currently doing user acceptance testing for a global customer service project that leverages Service Cloud. A stakeholder is executing a test case for a specific user story. The stakeholder has provided this feedback:

• The functionality described in the test case is working as expected.

• The stakeholder wants to change the label of several fields described in the test case.

• The stakeholder wants to add two new fields that were excluded from the test case.

Which step should the business analyst take next?

A. Acknowledge the feedback, update the existing user story to include the field changes, and assign the user story back to the technical team for immediate development.

B. Acknowledge the feedback, create a new test case that includes the field changes, and assign the test case hack to the stakeholder far immediate testing.

C. Acknowledge the feedback, create a new user Story that includes the field changes, and ask the stakeholder to update the existing tat case to show it was successfully tested.

Answer: C

Question No: 85

A business analyst (BA) at Northern Trail Outfitters is preparing for a user acceptance testing (UAT) session for a global Sales Cloud project.

What should the BA do to engage the business most effectively during UAT"?

A. Hand or ownership for writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release to business stakeholders.

B. Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.

C. Work business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.

Answer: C

Question No: 86

The business analyst (BA) is preparing for user acceptance testing (UAT) for Northern Trail Outfitters' new Service Cloud implementation. The BA secured the sandbox for the testing environment, wrote test cases, and created a process to track and manage reported bugs.

Which additional step is required during the UAT planning process?

A. Identify power users.

B. Schedule deployment.

C. Gather business requirements.

Answer: B

Question No: 87

Northern Trail Outfitters is getting ready to enter the user acceptance testing (UAT) phase of its latest Salesforce project. The business analyst (BA) plans to solicit and document sign-offs from the business as part of the UAT process.

Which sign-offs should the BA seek?

A. Test cases to implement, individual test case functionality, and final go live date

B. Test cases to implement, user stories, and final go live date

C. Functional requirements, individual test case functionality, and final go live date

Answer: A

Question No: 88

Northern Trail Outfitters launched a new feature on its Experience Cloud site to allow customers to compare features of similar products ahead of the major promotional event of the year. The user acceptance testing (UAT) passed successfully; however, many customers complained of issues when accessing the site.

What did the business analyst overlook before recommending that the release go live?

A. The AT should have been performed with enough time to resolve bugs in the new feature,

B. The UAT should have been performed with both peak load and average load simulation.

C. The UAT should have been performed by customers who are familiar with the products.

Answer: B

Question No: 89

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?

A. Implement the solution now to save time in the planning phase.

B. Ask the stakeholder to demo their solution to the project team.

C. Gather requirements and then note the proposal solution.

Answer: C

Question No: 90

The sales team is learning a new sales methodology. Management wants to align Salesforce opportunities with the methodology.

What is the first step a business analyst should take to begin overhauling the Opportunity object?

A. Understand the current business process.

B. Configure stages in Salesforce.

C. Create new reports and dashboards.

Answer: A

Question No: 91

Cloud Kicks (CK) recently decided to transition its business from spreadsheets to a Salesforce solution. CK leaders are excited about the capabilities of Salesforce. Each leader has different ideas about how the platform should be implemented. CK has hired a business analyst (BA) to help define and manage the implementation.

What should the BA do in the first discovery meeting with stakeholders?

A. Collaborate with stakeholders to examine and define CK's purpose, customers, metrics, and overall business to inform project direction and vision.

B. Discuss and document specific pain points in existing processes to inform future project requirements.

C. Preview potential Salesforce solutions and collect feedback from stakeholders on each option to inform the direction of the project.

Answer: A

Question No: 92

During the discovery phase of a Salesforce project, which types of analyses should a business analyst typically perform?

A. Financial, Technical, Operational

B. Technical, Stakeholder, Enterprise

C. Enterprise, Strategy, Stakeholder

Answer: C

Question No: 93

Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:

• Custom apps

• Active Salesforce Sites

• Active flows

• Custom tabs

• Visualforce pages

A Which path should the BA take to find this information?

A. Review configuration settings.

B. Conduct stakeholder interviews.

C. Read business process documentation

Answer: A

Question No: 94

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?

A. CK will be better able to prioritize across teams and streamline processes.

B. CK will get insights to current business processes.

C. CK will develop a process to gather feedback from end users regularly.

Answer: A

Question No: 95

As a part of discovery, the business analyst (BA) at Universal Containers is trying to understand how Salesforce was implemented.

What should the BA utilize to help uncover any technical constraints or potential problems in a Salesforce implementation?
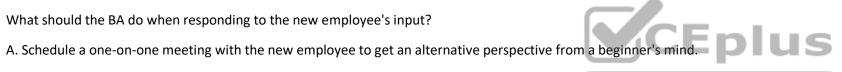
A. Salesforce Optimizer

B. Setup Audit Trail

C. Reports and Dashboards

Answer: A

Question No: 96

The business analyst (BA) at Cloud Kicks (CK) has been tasked with optimizing CK's lead process. In the weekly sales meeting, the BA outlines the project and asks for input. A new entry-level employee reaches out multiple times with ideas and suggestions for improvements.

What should the BA do when responding to the new employee's input?

A. Schedule a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind.

B. Acknowledge the new employee's ideas while making extra effort to reach out to stakeholders who have more industry experience and knowledge.

C. Send a detailed survey to the entire sales team, including the new employee, to understand their needs, expectations, and priorities.

Answer: C

Question No: 97

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?

A. journey Mapping

B. Survey /Questionnaire

C. Focus Groups

Answer: A

Question No: 98

Universal Containers uses Kanban to complete its Salesforce development. In the middle of a sprint, the sales manager submits an important item to the team.

What should the business analyst do next?

A. Ask the team to reprioritize the backlog and work on the item at the top.

B. Ask the team to commit to the work for the next sprint.

C. Ask the team to pivot and complete the work immediately.

Answer: A

Question No: 99

The sales team at Universal Containers (UC) has been using multiple tools to track opportunities, leading to inaccurate forecasting and an unclear picture of UC's sales pipeline. UC has appointed a project team to implement Sales Cloud to help resolve these issues. TTie sales team doubts the new tool will meet their needs and is concerned it will be difficult to use. The business analyst (BA) assigned to the project knows the stakes are high to get the right solution in place.

Using their influence, what should the BA do to gain the necessary buy-in and support from the sales team to ensure a solution meets the requirements?

A. Ask questions to understand their needs and focus on shared goals.

B. Present the pros and cons of the decision by using logic and facts.

C. Demonstrate the BA's expertise and clearly state the decision is final.

Answer: A

Question No: 100

Northern Trail Outfitters (NTO) wants to leverage the power of Sales Cloud to implement its lead to cash process. A business analyst (BA) is tasked with understanding NTO's current processes, identifying areas of improvement, and communicating it effectively to stakeholders.

What should the BA use to accomplish the goal?

A. Business analysis plan

B. Process mapping

C. Change management

Answer: B

Question No: 101

Northern Trail Outfitters (NTO) has noticed that many customers are posting to social media about issues they are having with a new product. The services team is looking for easy ways to engage with these customers and resolve their complaints. During the first discovery meeting of the project, the business analyst (BA) hears that the VP of services and support wants to implement Omni-Channel for NTO's Service Cloud.

What should the BA do first to ensure the ongoing success of the project?

A. Configure a proof-of-concept demo within a sandbox environment to show the pros and cons of the requested solution.

B. Produce a gap analysis document that will show the ways the requested solution can solve the limitations of NTO's current system.

C. Encourage the project stakeholders to think of various ways to solve cases different before deciding on a specific solution.

Answer: A

Question No: 102

An executive at Cloud Kicks has tasked the internal Salesforce staff with the optimization of a very manual process in its Salesforce org, What should the business analyst do first before a future state is proposed to key stakeholders?

A. Manage project integrations with the technical team.

B. Discuss project trade-offs with the executive sponsor.

C. Hold a kickoff meeting to set expectations with the project team.

Answer: B

Question No: 103

Northern Trail Outfitters has a large Salesforce org with sales, marketing, and billing teams pushing for the development of a large number of items in the backlog.

Which management process should the business analyst suggest to help the teams align on their competing priorities?

A. Integrated Definition for Process Description Capture Method (IDEF3)

B. Vision, Values, Methods, Obstacles, and Measures (V2MOM)

C. Business Process Modeling Notation (BPMN)

Answer: B

Question No: 104

Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated.

What should the BA do to build trust with the stakeholder as the project continues?

A. Set up a casual meeting to create a personal connection with the stakeholder.

B. Reset project expectations at the next meeting with the stakeholder.

C. Ask an executive sponsor to address the stakeholder's concerns.

Answer: C

Question No: 105

Which type of process diagram should the business analyst use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract?

A. Capability model

B. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)

C. Value stream map

Answer: A

Question No: 106

The business analyst (BA) at Cloud Kicks has been interviewing customer service team members who use Service Cloud to understand the steps they take to complete their daily work. The BA is working on a solution to improve their productivity by identifying each step and documenting its purpose.

Which type of requirement documentation is the BA using in this scenario?

A. Process mapping

Value stream mapping

D. Data modeling

Answer: A

Question No: 107

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. Very detailed—It should be prescriptive for new users following an unfamiliar process.

B. Somewhat detailed—Since the process will be repetitive, new users will learn and remember the details.

C. Simple—A high-level overview of the process is sufficient to show a new user experience.

Answer: A

Question No: 108

Northern Trail Outfitters wants to reduce the amount of time it takes for customers to receive their orders after making an online purchase.

Which initial steps should the business analyst take to help determine why the order management and fulfillment process is slow?

A. Work with stakeholders to identify relevant processes, select a key process with defined start and end points, and collaborate wifi process owners and users to create a current state process map.

B. Conduct interviews with stakeholders in the order management and fulfillment departments to identify individual pain points and brainstorm process improvement solutions.

C. Create a process map that includes detailed steps related to order management and fulfillment, analyze the process map for inefficiencies, and present findings to leadership.

Answer: B

Question No: 109

A business analyst has been asked to evaluate all of the reporting tools that Universal Containers

(UC) currently uses, including CRM Analytics, to identify gaps and overlaps in functionality.

Which tool would help UC understand the existing functionality.

A. Value stream map

B. Capability model

C. Process map

Answer: B

Question No: 110

The business analyst is auditing data access by documenting Field-level Security on the Account object in Salesforce.

How do end users participate as stakeholders in data Governance?

A. They export their data back it up locally.

B. They implement their data entry workarounds in the system.

C. They provide valuable feedback on how they use data.

Answer: C

Question No: 111

Management at Cloud Kicks has asked a business analyst (BA) to gain alignment from a group of people to determine what is in scope and out of scope on a Salesforce project.

Which group should the BA include early in the scoping process?

A. Personas

B. Stakeholders

C. Scrum team

Answer: B

Question No: 112

The product development team at Northern Trail Outfitters is creating a process within Salesforce to onboard new retail employees. The business analyst (BA) creates a current state process map by interviewing a few members of the onboarding team using email questionnaires. After presenting the process map to the entire onboarding team, the BA receives feedback that it is incorrect.

What should the BA do to provide the product development team with more accurate information about the onboarding team's process?

A. Meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes.

B. Review survey feedback again to better understand pain points in the existing onboarding process.

C. Conduct individual interviews with each team member to gather more information about the existing onboarding process.

Answer: A

Question No: 113

The business analyst (BA) at Northern Trail Outfitters is getting ready to kick off a new Service Cloud project with the retail division to turn on the Web-to-Case functionality. The BA wants to better understand business processes so they can accurately scope the project.

Which type of documentation should the BA utilize?

A. Current state analysis

B. Object models

C. Use cases

Answer: A

Question No: 114

One retail location of Cloud Kicks has been getting complaints from shoppers about being unable to find items in the store. The general manager has asked IT to configure tablets for the sales clerks so they can move freely around the store to assist customers.

The IT team writes a functional requirement:

• Tablets running the Salesforce mobile app must allow users to access store inventory records which include current item count and item location.

Which user story should the business analyst write to describe the functional requirement?

A. As a sales clerk, I want to see item availability and locations to help customers find items.

B. As a general manager, I want sales clerks to have tablets so they can help customers find items.

C. As a customer, I want sales clerks to have access to item availability to help them find items.

Answer: C

Question No: 115

The business analyst (BA) at Cloud Kicks is deep in planning activities for its Commerce Cloud implementation project. The project sponsor asks the team to adjust their efforts due to budgetary constraints.

What should the BA do next?

A. Organize requirements.

B. Validate requirements.

C. Prioritize requirements.

Answer: C

Question No: 116

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?

A. Hold a one-on-one diagram session with each stakeholder before the workshop.

B. Proceed with the workshop as scheduled with the stakeholders who are available.

C. Cancel the workshop and reschedule it to a date when ail stakeholders ace available.

Answer: B

Question No: 117

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?

A. The previous VP's requirements fail to meet current formatting standards.

B. The previous VP's requirements may differ from those of the new executive.

C. The previous VP's requirements are outside of the Salesforce framework.

Answer: B

Question No: 118

After reviewing a technical demo, the Northern Trail Outfitters sales leadership team wants to mate adjustments to the original requirements around Sales Cloud opportunity management.

What should the business analyst do to manage the requested changes?

A. Update the gap analysis document and scope statement specification.

B. Update the change request log and draft a new user story.

C. Update the change management document and user acceptance testing plans.

Answer: B

Question No: 119

The business analyst (BA) at Universal Containers is responsible for defining the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project.

Which type of document should the BA create to achieve the objective?

A. Business analysis plan

B. Scope statement specification

C. Functional requirements specification

Answer: C

Question No: 120

The business analyst (BA) at Universal Containers is meeting with business leaders to elicit and document functional requirements specifications related to its new Salesforce implementation. The BA will also document the functionality this system should provide so it can be developed into a work item.

What is the name of this documentation type?

A. Business analysis plan

B. Use case

C. User story

Answer: C

Question No: 121

A business analyst (BA) is working on a request from a sales leader at Universal Containers. The sales leader has noticed the quality of information on new leads has declined recently. After completing their initial research, the BA concludes that the Salesforce lead intake form needs to be updated to include only essential information. Since several sales teams use the intake form, the BA must get alignment from all of the groups.

How does whiteboarding help the BA collaborate with multiple stakeholders?

A. It provides a script to follow with suggested questions and prompts, identifies exactly what each group needs in order to be successful, and the final version acts as the business requirements document.

B. It builds a shared understanding of the current state, creates a space for everyone to contribute since the activity feels shared, and guides the conversation while maintaining engagement.

C. It provides a single document in a central location for stakeholders to contribute, allowing each group to provide feedback on their own, instead of requiring everyone to meet and discuss together.

Answer: B

Question No: 122

The business analyst (BA) on the Salesforce development team at Northern Trail Outfitters is leading a requirements elicitation workshop about the process for onboarding new wholesale partners.

While whiteboarding the process, one stakeholder continuously interrupts and points out inefficiencies with invoicing and delivery processes.

What should the BA do to prevent the session from being derailed?

A. Shift the conversation from onboarding to the stakeholder's concerns.

B. Ask the stakeholder to focus on the onboarding process.

C. Add the stakeholder's concerns to a "parking lot" for further discussion.

Answer: C

Question No: 123

Universal Containers (UC) needs a Quip template to create Account plans. UC's business analyst has been tasked with documenting requirements for this initiative. During one of the business requirements gathering sessions, a sales manager notes that it's important the new template is userfriendly and only accessible to the account team.

Which option captures this requirement?

A. Hake the template user-friendly and accessible only by members of the account team.

B. The sales manager can make the template user-friendly.

C. Accessible by members of the account team.

Answer: A

Question No: 124

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?

A. As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates.

B. As a sales team member, I need additional enablement training and reporting information to help me improve close rates.

C. 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.

Answer: C

Question No: 125

At Universal Containers, a business analyst (BA)r solution architect, lead developer, quality assurance lead, and other team members need access to user stories as part of the Agile lifecycle of enhancements to a Marketing Cloud integration project.

What should the BA do to give all team members access and visibility to the most recent user stories as the project is in motion?

A. Define a common repository to hold all user stories and track changes over time.

B. Allow each team member to merge all user stories at the end of user acceptance testing.

C. Send emails to stakeholders with all of the changes to the user stories.

Answer: A

Question No: 126

The sales team recently received training on a new sales methodology. When viewing an Opportunity in Sales Cloud, the sales manager wants the sales cycle to include new stages in addition to multiple custom fields. The business analyst is starting to construct user stories to support the new process.

What should each user story include?

A. Value, purpose, and need

B. Who, what, and why

C. Who, where, and how

Answer: C

Question No: 127

Universal Containers is developing a new recruitment app using Service Cloud. The project team has started writing user stories including:

"As a human resources (HR) manager, I need to document the progress of a candidate's submission so I can manage the candidate's application throughout the recruiting process." What is one definition of done for this user story?

A. The Candidate Status field can be updated.

B. The acceptance criteria has been approved.

C. The Candidate object has Edit access.

Answer: B

Question No: 128

The Cloud Kicks business analyst (BA) is frustrated because the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. The development team has recommended that the BA use a DevOps tool as an alternative.

What are the benefits of using a DevOps tool in this situation?

A. Tracks changes on a daily basis and provides a history of changes

B. Tracks changes for the testing team and provides access to user stories

C. Tracks changes in real time and provides a single source of truth

Answer: C

Question No: 129

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?

A. The "who" of the user story is well-defined.

B. The "why'' of the user story is focused on user needs.

C. The ''what'' of the acceptance criteria is negotiable.

Answer: B

Question No: 130

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?

A. Entity relationship diagram

B. Definition of done

C. User acceptance criteria

Answer: C

Question No: 131

The Salesforce delivery team at Cloud Kicks consistently has user stories that developers start but are unable to complete during each sprint. During the most recent retrospective, the development team expressed that they are running out of time to complete the stories. The team used the INVEST checklist to diagnose why these stories are incomplete at the end of the sprint.

Which checklist item is the most likely reason why the stories are incomplete at the close of the sprint?

A. Negotiable

B. Valuable

C. Small

Answer: A

Question No: 132

As a business analyst (BA) starts engaging stakeholders for a user story writing workshop, an executive sponsor questions why the Commerce Cloud project is creating user stories rather than standard requirements.

What is one benefit of creating user stories that the BA can share with the executive sponsor?

A. It defines technical specifications early in the process.

B. It helps testers determine the most efficient way to validate solutions.

C. It saves time when prioritizing and implementing functionality.

Answer: B

Question No: 133

A business analyst (BA) working on a Service Cloud implementation is reviewing user stories to verify they are written effectively.

What should the BA confirm about the user stories when completing this review?

A. They contain substantial details and focus on technical elements.

B. They are dependent on related acceptance criteria and overlap with other use cases.

C. They can be easily prioritized and are small enough to estimate accurately.

Answer: C

Question No: 134

A business analyst at Universal Containers has begun user acceptance testing for a new Experience Cloud implementation with the project team. A major gap for one of the personas was identified in the documented scenarios.

What went wrong?

A. Failure to include all stakeholders in the requirements gathering process

B. Failure to perform thorough unit testing during the development process

C. Failure to validate the application against the functional requirements

Answer: A

Question No: 135

The Salesforce information technology (IT) team has built a solution in a sandbox for a crossfunctional project to implement Customer 360. It is time for user acceptance testing (UAT).

What is a business analyst's role during UAT?

A. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.

B. Document user stories and clarify business needs so IT can deliver results based on the requirements.

C. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.

Answer: C

Question No: 136

A business analyst (BA) is preparing for user acceptance testing for case management scenarios in Service Cloud.

What should the BA do to help prevent gaps from being discovered after go live?

A. Focus more on happy path testing and less on edge case testing.

B. Write test scripts that reflect real life and cover the requirements.

C. Streamline testing by limiting the number of testers involved.

Answer: B

Question No: 137

Cloud Kicks is creating a new lead conversion process in Sales Cloud. During a recent sprint, the business analyst created user stories related to the Opportunity object. Test scripts were created for the lead conversion process. All of the test scripts passed and the new functionality was deployed.

After deployment, end users reported error messages when manually creating new Opportunities.

Which area of user acceptance testing (UAT) was overlooked''

A. Functionality on interconnected objects should be part of UAT.

B. Several teams should be part of UAT to represent multiple viewpoints.

C. End users who are experts in that functionality should participate in UAT.

Answer: C

Question No: 138

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?

A. Assign the test case to another tester.

B. Assign a bug to the development team.

C. Attempt to reproduce the issue.

Answer: B