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Salesforce Certified Business Analyst Exam Sample Questions (Q195-Q200):

NEW QUESTION # 195

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 needs to have the CRM widget installed in the Lead and Contact Record Page Layout.
- B. Install a CRM widget to allow sales reps to view information in the Lead and Contact records.

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

Answer: C

Explanation:

This answer provides an example of good acceptance criteria for the scenario of integrating Salesforce with the largest online professional network. Acceptance criteria are statements that define the conditions that a solution must meet to be accepted by the stakeholders or users. Acceptance criteria should be clear, concise, testable, and measurable. This answer meets these criteria by stating what a sales rep can do (view current information), where they can do it (in the Lead and Contact records), and how they can verify it (directly).

References:

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

NEW QUESTION # 196

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. Somewhat detailed-Since the process will be repetitive, new users will learn and remember the details.
- B. Very detailed-It should be prescriptive for new users following an unfamiliar process.
- C. Simple-A high-level overview of the process is sufficient to show a new user experience.

Answer: A

Explanation:

The level of detail that the business analyst should use for the process map and why is somewhat detailed.

This is because the process map should provide enough information to guide new users through the onboarding process, but not overwhelm them with too much detail that may be irrelevant or unnecessary.

Since the process will be repetitive, new users will learn and remember the details over time, and they can always refer back to the process map if needed. The process map should include the main steps, decisions, inputs, outputs, and roles involved in the onboarding process, as well as any exceptions or variations. The process map should also use clear and consistent terminology, symbols, and notation to ensure readability and understanding. References:

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

NEW QUESTION # 197

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 UAT should have been performed by customers who are familiar with the products.
- B. The UAT should have been performed with both peak load and average load simulation.
- C. The AT should have been performed with enough time to resolve bugs in the new feature,

Answer: B

NEW QUESTION # 198

The user acceptance testing (UAT) of a solution has passed. During the code review process, a technical team found that the Apex code fails to meet Salesforce coding standards which makes it challenging to maintain over the long term and may create performance issues. The business analyst has identified this as an issue that prevents deployment to production.

Which principle of Agile methodology does this violate?

- A. Iterative development
- B. Definition of done
- C. Sprint retrospective

Answer: B

NEW QUESTION # 199

Universal Container (UC) is implementing Sales Cloud. The business analyst (BA) assigned to the project wants to the project wants to become a trusted advisor to UC stakeholders.

What are some communication best practices a BA should follow to help achieve this goal?

What are some communication best practices a BA should follow to help achieve this goal?

- A. Ask questions and document the answers, make suggestions based on previous project success, and provide a meeting agenda period to each session>
- B. Outline previous project experience, record and take notes for every meeting, and limit communication to weekly updates.
- C. Ask each project team member to complete a survey, create a project plan, and delegate roles and responsibilities to stakeholders.

Answer: A

Explanation:

Some communication best practices that a BA should follow to become a trusted advisor to UC stakeholders are:

* Ask questions and document the answers: This helps to understand the stakeholders' needs, expectations, pain points, goals, and priorities. It also shows interest and curiosity in their perspectives and opinions, and helps to clarify any assumptions or ambiguities.

* Make suggestions based on previous project success: This helps to demonstrate expertise and experience in Salesforce implementations, and provide valuable insights and recommendations for UC stakeholders. It also shows confidence and credibility in delivering solutions that meet their needs.

* Provide a meeting agenda prior to each session: This helps to set clear expectations and objectives for each meeting, and ensure that all relevant topics are covered. It also shows respect for the stakeholders' time and availability, and helps to keep the meeting focused and productive. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/communicate-with-stakeholders>

NEW QUESTION # 200

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