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To be eligible for the Salesforce Certified Business Analyst exam, candidates must have a minimum of two years of experience as a business analyst and at least one year of experience working with Salesforce. Certified-Business-Analyst exam is available online and can be taken from anywhere in the world. It consists of 60 multiple-choice questions and must be completed within 105 minutes.

To prepare for the Salesforce Certified Business Analyst exam, candidates should have a solid understanding of Salesforce fundamentals, such as data modeling, security, and automation. Additionally, candidates should have experience in analyzing business processes and requirements, designing solutions, and implementing changes in Salesforce.

Salesforce Certified-Business-Analyst Certification Exam is administered by Salesforce, one of the world's leading customer relationship management (CRM) software providers. Salesforce Certified Business Analyst Exam certification is recognized globally and is highly valued by employers in the technology industry. Achieving this certification can open up a world of opportunities for

professionals looking to advance their careers in business analysis and Salesforce solution implementation.

Salesforce Certified Business Analyst Exam Sample Questions (Q108-Q113):

NEW QUESTION # 108

Universal Containers recently launched a solution that leverages Service Cloud for its North America (NA) customer support team. Planning has started for the second phase of the project which will expand the solution to include the Asia Pacific (APAC) customer support team. The APAC readership team has indicated that its processes are similar to the NA team. The APAC team wants to see the high-level process areas that were used for the NA team so it can scope the key priorities for the overall business. The business analyst (BA) has scheduled a meeting with the APAC team. Which action should the BA take during the meeting?

- A. Share individual user stories from the NA implementation.
- **B. Review the capability model from the NA Implementation.**
- C. Demo the end-to-end solution from the NA implementation.

Answer: B

Explanation:

Explanation

A capability model is a high-level representation of what a business does or needs to do in order to achieve its goals and objectives. A capability model can help a business analyst review the key process areas that were used for NA team with APAC team so they can scope their priorities for overall business improvement. A capability model can also help identify gaps or overlaps between different regions or teams.

References:

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

<https://www.bain.com/insights/management-tools-capability-sourcing/>

NEW QUESTION # 109

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

Explanation:

The element that the business analyst should use to help the QA team validate that the product fulfilled the requirements without ambiguity is acceptance criteria. Acceptance criteria are statements that define the conditions that a product or feature must meet in order to be accepted by stakeholders or end users. They can help the QA team test the functionality based on specific scenarios or outcomes, and verify that it meets the expectations or needs of stakeholders or end users. Process maps are diagrams that show how a business process flows from start to end. They can help the QA team understand how a product or feature works in relation to a process, but not how to validate it without ambiguity. User stories are statements that capture a requirement or feature from an end user's perspective. They can help the QA team understand what needs to be done and why it matters, but not how to validate it without ambiguity. References:

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

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

NEW QUESTION # 110

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 enter their business needs in a shared spreadsheet,

- B. Each BA should use their own separate documentation.
- C. Each BA should use a shared system that has version control.

Answer: C

Explanation:

The business analysts should use a shared system that has version control to prevent this error from happening. Version control is a feature that allows users to track and manage changes made to documents or files over time. Version control helps to avoid overwriting or losing previous versions of documents or files by creating backups or snapshots of each change. Version control also helps to compare different versions of documents or files and resolve any conflicts or discrepancies. References:

<https://trailhead.salesforce.com>

/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders

NEW QUESTION # 111

The operations team at Universal Containers is developing a new inventory forecasting application available on its Experience Cloud site. Management wants to identify key external stakeholders to assist with determining project priorities.

Which external stakeholders should the business analyst recommend?

- A. Governing bodies
- B. Buyers and customers
- C. Third-party vendors

Answer: B

Explanation:

For a project like developing a new inventory forecasting application on an Experience Cloud site, identifying key external stakeholders is critical for ensuring that the solution meets the end-users' needs. Buyers and customers are the primary users of such a platform and are directly impacted by its functionality and performance. Involving them in determining project priorities helps to align the development efforts with the actual market demand and user expectations, leading to a more successful and user-centric solution.

NEW QUESTION # 112

The business analyst at Northern Trail Outfitters receives a requirement from the CRM manager to have visibility into their team's queues to monitor open cases.

Which user story meets this requirement?

- A. As a CRM manager, I need to see my team's work queues so I can monitor their open tickets.
- B. As a CRM manager, I need a record-triggered flow to view my team's work queues so I can monitor their open tickets.
- C. As a user, I need to see case queue to monitor my team's work.

Answer: A

Explanation:

Explanation

The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets". A user story is a statement that describes what a user or stakeholder needs or wants from a system or solution in order to achieve a specific goal or outcome. A user story follows the format

"As a [role], I want to [action], so that I can [outcome]". A user story helps to capture and communicate the business value and benefit of a requirement or feature. The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets" because it specifies the role (CRM manager), the action (see my team's work queues), and the outcome (monitor their open tickets). The other user stories are either too vague or too specific (A) to meet the requirement.

References:

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

NEW QUESTION # 113

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