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Salesforce Certified Business Analyst Exam Sample Questions (Q86-Q91):

NEW QUESTION # 86

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. Universal Process Notation (UPN)
- B. Business Process Modeling Notation (BPMN)
- C. Unified Modeling Language (UML)

Answer: A

NEW QUESTION # 87

A business analyst captures the following acceptance criteria for a user story about case reassignment in Service Cloud.

- * A service manager can click a Reassign button that changes the owner field of the case.
- * A service manager is able to reassign cases-as part of the mobile experience.
- * Reassignment functionality can be used on cases that have been auto-reassigned.
- * Service reps are unable to reassign cases.

Which mistake was made?

- **A. The criteria include solution information.**
- B. The criteria are small and testable.
- C. The criteria are aligned with the user's goal.

Answer: A

Explanation:

The mistake made in capturing these acceptance criteria was that they include solution information instead of focusing on what needs to be achieved by implementing this feature or functionality. For example, specifying that "a service manager can click a Reassign button" implies a particular design choice rather than describing what outcome should be achieved by reassigning cases (such as transferring ownership or notifying new owners). Acceptance criteria should be aligned with the user's goal rather than prescribing how to achieve it so that they do not limit creativity or innovation in finding solutions. Acceptance criteria should also be small and testable so that they can be easily verified by using techniques such as scenarios or test cases. References: 1 <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-sto>

NEW QUESTION # 88

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

NEW QUESTION # 89

Universal Container wants to build a Salesforce application to manage its recruitment lifecycle. The project lead wants to identify the key recruitment steps and stakeholders in a visual format.

What should the business analyst do to meet the requirement?

- A. Create an entity relationship diagram.
- **B. Map the business process.**
- C. Review department procedures and consult the org chart.

Answer: B

Explanation:

Explanation

The best tool for identifying the key recruitment steps and stakeholders in a visual format is to map the business process. Business process mapping is a technique that helps to create a visual representation of a business process. It shows the steps, inputs, outputs, roles, and decisions involved in the process. Business process mapping helps to understand the current state of the process, identify areas for improvement, and design the future state of the process. A BA should use business process mapping to identify the key recruitment steps and stakeholders for the Salesforce application. References:

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

NEW QUESTION # 90

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

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