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Salesforce Certified Business Analyst Sample Questions (Q149-Q154):

NEW QUESTION # 149

Universal Containers wants to build a simple activity capture process for leads. One of the objectives is to minimize technical debt and inherit new features of the Salesforce Platform in future releases.

What should the business analyst recommend to meet the requirements?

- A. Standard object for activity capture, screen Flow user interface
- B. Custom object for activity capture, custom Lightning web component user interface
- C. Standard object for activity capture, custom Lightning Web Component user interface

Answer: A

Explanation:

The recommendation that the BA should make to meet the requirements is to use a standard object for activity capture, screen Flow user interface. This recommendation helps to:

Minimize technical debt: Technical debt is the cost or consequence of choosing a quick or easy solution over a better or more

sustainable one. Using a standard object for activity capture helps to minimize technical debt because it leverages the existing functionality and features of Salesforce, reduces the need for custom development or maintenance, and inherits new updates and enhancements from Salesforce releases. Using a screen Flow user interface also helps to minimize technical debt because it allows for creating and modifying screens and logic without writing code, using point-and-click tools such as Flow Builder. Inherit new features of the Salesforce Platform in future releases: Using a standard object for activity capture helps to inherit new features of the Salesforce Platform in future releases because it enables the use of native Salesforce components and integrations, such as Lightning Experience, Einstein Activity Capture, Lightning Dialer, etc., that can enhance the activity capture process and user experience. Using a screen Flow user interface also helps to inherit new features of the Salesforce Platform in future releases because it supports the use of Lightning Web Components and other UI elements that can improve the look and feel of the screens and provide more functionality and customization options. The other options are either incorrect or irrelevant. Option B is incorrect because using a custom Lightning Web Component user interface does not minimize technical debt or inherit new features of the Salesforce Platform in future releases, but rather increases technical debt and maintenance costs, and requires custom development and testing to keep up with Salesforce updates and changes. Option C is incorrect because using a custom object for activity capture does not minimize technical debt or inherit new features of the Salesforce Platform in future releases, but rather increases technical debt and maintenance costs, and limits the use of native Salesforce components and integrations for activity capture. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/evaluate-solution-options>

NEW QUESTION # 150

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. 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%
- C. 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 20% or more.

Answer: A

Explanation:

This answer provides an example of effective acceptance criteria for the scenario of creating an approval process on contract submissions. 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 manager wants to do (be notified, approve or decline), when they want to do it (when a contract has been submitted with a discount greater than 20%), and how they can verify it (a discounted price). References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/prepare-for-the-salesforce-business-analyst-certification-exam>

NEW QUESTION # 151

The business analyst (BA) At universal Containers is writing user stories for its Salesforce Field Service implementation. What should the BA evaluate to understand the understand the risk level of the user stories?

- A. Team, budget, and timeline impact
- B. Scope, resource, and documentation impact
- C. Technical, operational, and regulatory impact

Answer: B

NEW QUESTION # 152

A lead business analyst (BA) for a Service Cloud implementation at Universal Containers has a strict deadline. Both the client's execute team and the project manager are eager to complete the discovery phase of the project and begin developer.

What are the key activities that the BA must complete prior to beginning development?

- A. Eliciting requirements, analyzing requirements, facilitating solutions, implementing solutions
- B. Eliciting requirements, writing user stories, implementing solutions, Testing solutions
- C. Eliciting requirements, documenting requirements, analyzing information, facilitating solutions

Answer: C

Explanation:

This answer states that eliciting requirements, documenting requirements, analyzing information, and facilitating solutions are the key activities that the BA must complete prior to beginning development for a Service Cloud implementation at UC. Eliciting requirements means that the BA gathers and clarifies the needs, expectations, and objectives of the stakeholders for the Service Cloud implementation. Documenting requirements means that the BA records and organizes the information obtained from eliciting requirements in a clear and concise way. Analyzing information means that the BA reviews and evaluates the information obtained from documenting requirements to identify gaps, issues, or opportunities for improvement.

Facilitating solutions means that the BA proposes and validates possible solutions or alternatives for addressing the gaps, issues, or opportunities for improvement identified from analyzing information. Eliciting requirements, documenting requirements, analyzing information, and facilitating solutions are the key activities that the BA must complete prior to beginning development for a Service Cloud implementation because they help the BA to define and communicate the scope and specifications of the Service Cloud implementation, and to ensure that they meet the stakeholder's needs, expectations, and objectives.

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

NEW QUESTION # 153

Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A. 1. Review information from the discovery.2. Ask clarifying questions.3. Draft requirements.4. Refine and confirm requirements.5. Prioritize which requirements will be included in the minimum viable product.
- B. 1. Review information from the discovery.2. Ask clarifying questions.3. Draft requirements.4. Share requirements with the technical so they can begin building.5. Create user acceptance criteria and test cases.
- C. 1. Review information from the discovery.2. Draft requirements.3. Ask clarifying questions.4. Draft user stories.5. Share user stories with the technical team so they can begin building.

Answer: A

Explanation:

This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks. Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining and confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION # 154

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