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Salesforce Certified Business Analyst exam is a certification that demonstrates an individual's expertise in analyzing business requirements and designing solutions on the Salesforce platform. It is one of the most sought-after certifications in the field of Salesforce and is recognized globally by employers and professionals alike. Certified-Business-Analyst Exam covers a wide range of topics, from understanding business processes to designing data models and visualizing reports and dashboards.

## Salesforce Certified Business Analyst Exam Sample Questions (Q117-Q122):

**NEW QUESTION # 117**
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. Schedule sprint planning meetings.

- B. Define the minimal viable product.
- C. Get approval and signoff on the requirements.

**Answer: C**

Explanation:
Explanation
This answer states that getting approval and signoff on the requirements is the next step for the BA to take before build can begin. Approval and signoff on the requirements means that the stakeholders agree that the requirements are accurate, complete, and feasible, and that they authorize the development team to start building the solution. Approval and signoff on the requirements helps to avoid scope creep, rework, and miscommunication. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/prepare-f

**NEW QUESTION # 118**
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 validate the application against the functional requirements
- C. Failure to perform thorough unit testing during the development process

**Answer: A**

Explanation:
Explanation
The area of user acceptance testing (UAT) that was overlooked was failure to include all stakeholders in the requirements gathering process. UAT is an end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended, and what was originally requested is actually being delivered. UAT involves testing various scenarios on different users and levels of access to demonstrate that the solution works as expected in all situations. UAT requires input and feedback from all stakeholders who have an interest or influence in the project outcome, such as customers, users, sponsors, managers, team members, etc. Failure to include all stakeholders in the requirements gathering process may result in missing or inaccurate requirements, misaligned expectations, unmet needs, or unidentified issues that may affect the project success. References:
https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance

**NEW QUESTION # 119**
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. User story
- B. Use case
- C. Business analysis plan

**Answer: A**

Explanation:
Explanation
A user story is a type of documentation that describes what functionality a system should provide from a user's perspective. It is written in simple language that anyone can understand and follows a standard format of "As a [user role], I want [functionality], so that [benefit]". A user story helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use user stories to document the functionality that a system should provide so it can be developed into a work item. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

**NEW QUESTION # 120**
The business analyst (BA) at Cloud Kicks is managing a project to build a recruiting app for the management and human resources

(HR) teams. The HR director wants the app to help the team navigate the hiring process more efficiently. The BA designs a Stakeholder Wheel to better understand all of the people with an interest m the project.

Which level of influence should the BA place the MR Director on the stakeholder wheel?

- A. The project
- B. The Enterprise
- C. The Sponsor

**Answer: B**

## NEW QUESTION # 121

Universal Containers is nearing the launch date for its new Salesforce Loyalty Management program. The business analyst (BA) has ensured the user acceptance testing (UAT) plan has the proper test scripts.

What is another important item the BA should look for in the UAT plan?

- A. Process maps
- B. Estimated cost
- C. Timelines

**Answer: C**

Explanation:

Another important item that the BA should look for in the UAT plan is timelines. Timelines are schedules that specify when each testing activity or task should start and end, and who is responsible for completing them.

Timelines help to ensure that testing is conducted in an efficient and timely manner, avoid delays or conflicts in testing resources or availability, and meet the project deadlines and expectations. The other options are either irrelevant or incomplete. Option A does not relate to the UAT plan, but rather to the project budget or scope. Option C does not specify what process maps are needed or how they are used in testing. References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-testing/plan-user-acceptance-testing

## NEW QUESTION # 122

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