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Salesforce Certified Business Analyst Exam Sample Questions (Q211-Q216):

NEW QUESTION # 211

A new employee at Universal Containers just sent the business analyst (BA) a Slack message with an named UserStories_v37_final_final_final.docx.

Which best practice should the BA train the employee on for

- A. Use acceptance criteria to define success.
- B. Use standard naming conventions.
- C. Use a version control repository.

Answer:

Explanation:

Explanation

The best practice that the business analyst should train the employee on for managing documents such as

UserStories_v37_final_final_final.docx is to use a version control repository. A version control repository is a system that records changes to a file or set of files over time so that you can recall specific versions later. A version control repository can help manage documents such as user stories by tracking who made what changes, when, and why; comparing different versions; merging changes; resolving conflicts; restoring previous versions; etc.

Using standard naming conventions is not a best practice that the business analyst should train the employee on for managing documents such as UserStories_v37_final_final_final.docx. Using standard naming conventions is a practice that helps name documents in a consistent and meaningful way so that they can be easily identified and organized. Using standard naming conventions can help manage documents such as user stories by avoiding confusion, duplication, ambiguity, etc.

NEW QUESTION # 212

Cloud Kicks hired a new business analyst (BA) to join an experienced cross-functional team that has successfully delivered high-quality Salesforce solutions to global stakeholders. The BA wants to quickly become a trusted advisor to the team.

What should the BA do?

- A. Avoid exposing one's own mistakes to the team.
- B. Focus on the task at hand instead of on individual team members.
- C. Tell the truth in difficult situations.

Answer: C

Explanation:

This answer states that telling the truth in difficult situations is what the BA should do to quickly become a trusted advisor to an experienced cross-functional team that has successfully delivered high-quality Salesforce solutions to global stakeholders for Cloud Kicks. Telling the truth in difficult situations means that the BA communicates honestly and transparently with the team members, even when it involves admitting mistakes, delivering bad news, or expressing disagreement. Telling the truth in difficult situations can help the BA to quickly become a trusted advisor to an experienced cross-functional team because it demonstrates integrity, accountability, and respect for the team members, and it fosters an open and collaborative culture within the team. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder>

NEW QUESTION # 213

A business analyst (BA) at Universal Containers is conducting discovery sessions for implementing Experience Cloud. The key stakeholders have been assembled. The user stories have been written.

What should the BA do next?

- A. Define the acceptance criteria
- B. Write the test scripts.
- C. Plan the sprint schedule.

Answer: A

Explanation:

Explanation

The BA should define the acceptance criteria next. This is because the acceptance criteria are the specific requirements that must be met in order for the user story to be considered complete. The acceptance criteria should be defined in collaboration with the stakeholders, and they should be clear, concise, and measurable.

Once the acceptance criteria have been defined, the BA can then begin to write the test scripts. The test scripts should be based on

the acceptance criteria, and they should test all of the functionality that is required for the user story to be considered complete. After the test scripts have been written, the BA can then begin to plan the sprint schedule. The sprint schedule should be based on the user stories that have been written, and it should include a timeline for when each user story will be completed. The BA should also keep in mind that the sprint schedule is not set in stone. It is important to be flexible and to be able to adjust the schedule as needed. This is because things can change during the course of a sprint, and the BA needs to be able to adapt to these changes.

NEW QUESTION # 214

The business analyst (BA) at Northern Trail Outfitters is writing user stories for a Service Cloud implementation. In which order should the BA arrange the three components of a user story?

- A. I want <xyz>, as a <xyz>, so that <xyz>
- **B. As a <xyz>, I want <xyz>, so that <xyz>**
- C. I want <xyz>, so that <xyz>, for a <xyz>

Answer: B

NEW QUESTION # 215

Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The business analyst is currently working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

As part of the Application lifecycle Management (ALM) process, which three development models does Salesforce support?

- A. Salesforce DX, Flow Builder, Rapid Application Development
- B. Rapid Application Development, Org Development Package Development
- **C. Change Set Development, Org Development, Package Development**

Answer: C

Explanation:

Explanation

The three development models that Salesforce supports as part of Application Lifecycle Management (ALM) process are Change Set Development, Org Development, and Package Development. Change Set Development is a model that uses change sets to deploy metadata changes from one org to another org. Org Development is a model that uses scratch orgs to create and test metadata changes in isolated environments before deploying them to other orgs. Package Development is a model that uses unlocked packages to bundle and distribute metadata changes across orgs as modular applications. Rapid Application Development, Flow Builder, and Salesforce DX are not development models supported by Salesforce as part of ALM process.

References:

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

NEW QUESTION # 216

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